

Frequently Asked Questions

Templates / Part I

QUESTION:

If we have a client that is coming in for assistance with their electric bill and it is not their main heating source what choice would we pick? It is not cooling since we don't have that in Flagstaff and it wouldn't be heating? We would be using LIHEAP for this assist.

ANSWER:

Heating and cooling dates have been assigned to each county. Use the [Heating/Cooling by County](#) chart.

QUESTION:

Does the account holder name have to be split into separate fields?

ANSWER:

Yes, keep account holder names as separate first and last fields.

QUESTION:

The account number definition says numeric. It has since been determined there are some account numbers that are alpha numeric.

ANSWER:

Account numbers should be whatever they are. Change your specs with your IT to indicate "alphanumeric". Because they will be used to transmit info to and from utility, account numbers should be formatted "as listed on the bill."

QUESTION:

We know that you can make multiple payments for a household to different vendors, do you want us to add a line to the report for EACH payment? In that case there may be five (or more lines) for a single household.

ANSWER:

Yes, add a line for each payment. A household can be listed more than once with the same benefit type. This happens when there is a split payment.

QUESTION:

Do we total the "regular heating or cooling or crisis" payments together and use ONE line for the household?

ANSWER:

Never total the benefits. A household can be listed more than once with the same benefit type.

QUESTION:

If we use one line for the household, and the ACCOUNT HOLDER NAMES are different for the different payments - which Account Holder Name do we use on the report?

ANSWER:

A household can be listed more than once. The account holder names may differ.

QUESTION:

From the report format, we are assuming we do not need to report to whom the payment is made - since the report only requires the MAIN FUEL VENDOR and the ELECTRIC VENDOR. Should the Account Holder always be the MAIN FUEL VENDOR account holder?

ANSWER:

Yes, the account holder should always be the Main Fuel Vendor account holder.