

Utility Information Release Authorization Form Instructions

LIHEAP Service Providers

STEP 1 – Signed Utility Information Release Authorization Forms

Whenever possible, LIHEAP Service Provider(s) will obtain a signed Utility Information Release (UIR) Authorization Form for an applicant whose home energy vendor is APS, SRP, SWG, TEP, or UniSource, and if the applicant receives a LIHEAP benefit, starting October 1, 2015, and continuously thereafter. The form *requires signature by the account holder “as listed on the bill”, meaning the respective account holder(s) listed on the bill must sign the form.*

The LIHEAP Service Provider(s) will maintain one Utility Information Release Authorization Form per account number and separate the forms by Energy Vendor when submitting to DES.

STEP 2 – Prepare a Data File of Signed Utility Information Release Authorization Forms

On a monthly basis, no later than the 15th of each month, the LIHEAP Service Provider(s) will submit to DES a data file containing the signed Utility Information Release Authorization Forms for those households that received benefits for the previous month through the Low Income Home Energy Assistance Program (LIHEAP). These LIHEAP program participants must have on file a signed Utility Information Release Authorization Form that allows the LIHEAP Service Provider to release data to DES and the Energy Vendor.

STEP 3 – Submit Data File via FTP site

The signed Utility Information Release Authorization Forms must be submitted in separate Energy Vendor files in PDF format only via a secure FTP site by the due dates listed below, beginning November, 2015.

<i>Reporting Month</i>	<i>Due Date</i>
October	November 15th
November	December 15th
December	January 15th
January	February 15th
February	March 15th
March	April 15th
April	May 15th
May	June 15th
June	July 15th
July	August 15th
August	September 15th
September	October 15th

The File Transfer Protocol (FTP) is a standard network protocol used to transfer computer files from one host to another host over a network, such as the Internet. **FTP** is built on a client-server architecture and uses separate control and data connections between the client and the **server**. Therefore, each LIHEAP Service Provider shall set up an FTP *Client* (An **FTP Client** is a software which uses the **FTP** protocol to transfer files to and from a remote computer.). There is free Client software available online (i.e. FileZilla, CuteFTP, Internet Explorer, etc.), and there is client software for purchase, as well. DES *cannot* provide a recommendation; therefore, these are only examples.

DES is gathering contact information from the providers in order to set up an FTP site and assign passwords for the users of the FTP site. In return, DES will share the FTP site *link*, *login*, and *password* with each user verbally, as is required by DES.

The LIHEAP Service Provider(s) will only have access to their own folder on the FTP site.

The FTP site will store files for 14 days, then automatically delete the file(s); therefore, it's necessary for DES to retrieve data within 14 days of the posting date.

A Data Sharing Agreement is required to exchange data with DES through the FTP site. Each LIHEAP Service Provider will receive a Data Sharing Agreement from DES related to the exchange of data on the FTP site. The purpose of the Data Sharing Agreement is to obtain a commitment from the Providers to ensure protection of passwords and data containing personally identifiable information. A LIHEAP Service Provider's Data Sharing Agreement must be signed and on file before DES will assign passwords to its users of the FTP site.