



**Tlingit Haida Regional Housing Authority**  
**LIHEAP**  
**5446 Jenkins Drive**  
**Juneau, Alaska 99801**

Dear LIHEAP Vendor,

The FY19 Tlingit Haida Regional Housing Authority Low Income Home Energy Assistance Program (LIHEAP) is preparing to begin. The program will start **November 1, 2018** for elders age 60 or older and for the legally disabled, and applications for the general public will be processed beginning **December 1, 2018 through May 15, 2019**.

We are looking forward to working with you again this upcoming season. Please be aware, one of the requirements of the program is a complete and signed vendor agreement. You may fax your vendor set up to 866.232.3681 or email it to [energy@thrha.org](mailto:energy@thrha.org).

**Please mail the original signed vendor agreement to:**

THRHA  
Attn: LIHEAP  
5446 Jenkins Drive  
Juneau, Alaska 99801

In the past we have received refunds when a client relocates. If the client is relocating and will be maintaining an account with your business, please transfer the balance to the new account.

If you have any questions or concerns, please let us know. We appreciate your partnership and look forward to working with you again soon.

Sincerely,

Megan Gregory  
Energy Assistance Coordinator  
907.780.6868

**Enclosure: 2019 Vendor Agreement**

**Tlingit-Haida Regional Housing Authority  
Low Income Home Energy Assistance Program  
Vendor Agreement**

**PARTIES:**

A. Tlingit-Haida Regional Housing Authority, Low Income Home Energy Assistance Program and hereinafter called vendor.

B. \_\_\_\_\_  
(Name of Home Heating Supplier)

**PURPOSE OF THE AGREEMENT:**

The purpose of this agreement is to provide for the payment of home heating costs on behalf of low-income households eligible for the Low Income Home Energy Assistance Program (LIHEAP). To accomplish this the parties, agree to the following terms and conditions:

**LIHEAP CONDITIONS:**

1. Upon certification of an eligible household, the LIHEAP will send a written Letter of Notification to the vendor and the household. The notice will state the amount of heating assistance available to the household and how the assistance is to be distributed among its vendors.
2. The LIHEAP shall then make a cash advance payment equal to the amount of heating assistance assigned to the vendor on the household's behalf.
3. The LIHEAP will make heating assistance payments only for home heating products (i.e., fuel oil, electricity, natural gas, propane, wood, coal, and in some cases gasoline when used only to harvest and gather wood) and in special cases Rent; if the home heat is included in the rental agreement. Incidental charges necessary for use and delivery of home heating may be paid from an eligible household's heating assistance benefits (i.e., charges for reconnection of service, late payment, delivery, deposits or memberships).

**VENDOR CONDITIONS:**

1. The vendor will charge the eligible household, in a normal billing process, the difference between the actual cost of the home energy and the amount of the payment received from the LIHEAP. If payment covers only a portion of the balance due, it must be applied to the oldest part of the bill.
2. The vendor agrees that no household receiving heating assistance will be treated adversely because of such assistance under applicable provisions of the state law or public regulatory requirements.

3. **The vendor agrees not to discriminate, either in cost of goods supplied or the services provided, against the household on whose behalf payments are made. Information about grantees and their benefits are to be confidential.**
4. The vendor will, after receipt of the written notice of a household's eligibility and upon the household's request, provide home heating fuel to the eligible household (unless such action violates established company policy). To speed up vendor notification of a household's eligibility and the delivery of service in emergency situations, vendor may be advised by a faxed vendor notification, or, by an authorized LIHEAP representative of a household's eligibility.
5. Vendors receiving cash advances from the LIHEAP on behalf of eligible households for overdue or future home heating bills must promptly provide verification to the LIHEAP that the payments were received and credited to the household's account. This may be accomplished either by a signed statement citing the name, date and the amount credited to the household's account, or by submitting a copy of the household's bill, which shows the credited LIHEAP payment. Once confirmation of payment is received by LIHEAP, no further verification of the use of the LIHEAP credit is required (except as required by conditions 7 and 8 below).
6. Vendors receiving vendor vouchers on behalf of eligible households must apply such payment only to the home energy portion of the household's account. **Vendors must list the credited LIHEAP payment on the household's bill, invoice or statements.** Payments may be used only for approved home heating products for the eligible household's own use (LIHEAP Condition No. 3) **and not for any other non-heating related charges, such as city taxes as the LIHEAP and the Tlingit-Haida Regional Housing Authority are tax exempt.**
7. If a household with a prepaid LIHEAP credit balance chooses to close its service account with the vendor, the remaining credit must be refunded directly to the LIHEAP. LIHEAP must be notified promptly of refunds made by a statement containing the household's name, address, amount of refund and date. When refunding the LIHEAP, the check payable to the Tlingit-Haida Regional Housing Authority should be sent to the LIHEAP referencing the customer's name. NOTE: Vendors are not obligated to refund LIHEAP credit upon request of the household unless the household is closing its service account (i.e., moving or changing home heating vendors).
8. If a household with a prepaid LIHEAP credit dies, the credit balance may be left on the same service account for use by surviving family or household members. If there are no other persons in the household continuing to use the service account, the vendor must promptly refund the remaining credit to the LIHEAP. **If a credit balance goes unused for six months and the vendor cannot contact the client, the credit balance must be refunded to the Tlingit-Haida Regional Housing Authority.**

# LIHEAP FY 2019

## Vendor Information

Name of Company as reported to the IRS

Mailing Address

City State Zip Code

Phone Fax

E-mail

Authorized Signature

Print Name

Title

Date

THRHA

LIHEAP

Name of Organization

5446 Jenkin Drive

Mailing Address

Juneau, AK 99801

City State Zip Code

907.780.6868 866.232.3681

Phone Fax

[energy@thrha.org](mailto:energy@thrha.org)

E-mail

Authorized Signature

Megan Gregory

Print Name

Energy Program Coordinator

Title

Date

Please furnish the following information for your company:

### Business Status:

- Non-profit
- Parent
- Corporation
- Sole Proprietor
- Subsidiary

Name of parent company

Tax ID NO: \_\_\_\_\_

### List of communities served:

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Brand of heating products sold:

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