



# STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES  
55 FARMINGTON AVENUE • HARTFORD, CONNECTICUT 06105

TO: All CEAP Deliverable Fuel Product Vendors

FROM: Cassandra Norfleet-Johnson, Program Administration Manager  
Office of Community Services, Division of Program Oversight & Grant Administration

SUBJECT: Connecticut Energy Assistance Program Supplier/Vendor Conditions of Participation Form

DATE: October 10, 2024

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The Department of Social Services (DSS), Division of Program Oversight & Grant Administration, Office of Community Services requires vendors of ultra-low sulfur red-dye distillate oil, kerosene and propane wishing to participate in the delivery of fuel to Connecticut Energy Assistance Program (CEAP) customers, in accordance with the approved Low Income Home Energy Assistance Program (LIHEAP) Allocation Plan, to complete and submit the Supplier/vendor Conditions of Participation Form. Following the successful use of our online system over the past two (2) years, we will continue to offer the form electronically, though hard copies are available for those who prefer them. To complete the form online, please follow this link: [SUPPLIER/VENDOR CONDITIONS OF PARTICIPATION FORM 2024/2025 CONNECTICUT ENERGY ASSISTANCE](#).

After the Supplier/Vendor Conditions of Participation Form is submitted and accepted by DSS, said form shall be in effect from October 1, 2024 through September 30, 2025. We thank you for your continued partnership and, as we begin the FY 2024/2025 CEAP season, we would like to share information that we believe is important to a successful season specific to deliverable fuel vendors.

**\*\*\*NEW\*\*\* LIHEAP workgroup:** As mandated by Public Act 24-145, the Department of Social Services (DSS) has convened a working group to study best practices relating to pricing standards for fuel vendors. The working group consists of representatives from various sectors, reflecting diverse interest and perspectives in the energy assistance field. Namely: (1) A member of an organization representing deliverable fuel vendors in the state, (2) a representative of a community action agency that contracts with the commissioner to administer the state energy assistance program funded under the Low Income Home Energy Assistance Act of 1981, as amended from time to time, (3) a representative from the Department of Administrative Services, (4) an individual who represents the interests and financial concerns of recipients of energy assistance provided under the state energy assistance program, and (5) a representative from the Office of the Consumer Counsel. We are excited about the workgroup and the work of its members.

#### Important Dates:

- **November 1, 2024** First day for fuel deliveries that can be paid by the program.
- **April 1, 2025** Deadline for fuel authorizations or deliveries.
- **May 30, 2025** The last day that a household can apply to establish its eligibility for benefits.
- **June 17, 2025** Last day to submit deliverable fuel bills.

## Operational Updates

1. Community Action Agencies (CAA) will not issue an authorization for a fuel delivery in cases where heating systems, including leaking fuel tanks, have been “**red tagged**” by a vendor certified to evaluate heating systems.
2. **The fuel authorization process remains consistent with last year.** Vendors will deliver up to the amount authorized by the CAA, receiving authorizations for CEAP “Basic”, and “Crisis Assistance” benefits **before** each delivery. **Only one delivery is allowed per authorization.** For example, if authorized for \$620, but only delivering \$400, the remaining \$220 requires a new authorization. **Each delivery requires a distinct authorization, as this ensures accurate accounting and reimbursement.**
  - We ask that vendors communicate with their automatic delivery customers that are also CEAP recipients regarding their responsibilities under your automatic delivery process to ensure that unauthorized CEAP deliveries aren’t made without the customer knowing their responsibilities to the vendor. This will ensure all deliveries are authorized and compliant with CEAP requirements.
3. Upon request, and if funds are available, CEAP will cover the cost for a clean, tune and test of a deliverable fuel heating system for eligible deliverable fuel heated households. Renters must receive written permission from their landlord to receive this benefit. Vendors must receive CAA approval for this activity prior to performing any work.
4. CEAP eligible clients who heat with a deliverable fuel may use a portion of their benefits to pay for a restart of their deliverable fuel heating system. Restart payment will be made, provided that sufficient funds remain in the eligible household’s benefits. **No more than one restart payment will be paid per household per program year.** Payment for additional restarts will be the responsibility of the CEAP participating household.
5. Deliveries made under the Fixed Margin Pricing Program will be paid based on the daily New Haven Rack Average OPIS price for ultra-low sulfur red dye distillate heating price. Vendors can obtain these prices by **checking the ‘Vendor Information’ section of our website at [www.ct.gov/staywarm](http://www.ct.gov/staywarm) after 3:00 p.m. each day.** The posted prices reflect the amount that will be paid for deliveries of heating oil made on the following day.
  - DSS will use information from the Oil Price Information Service (OPIS) to determine the daily Fixed Margin Price, which will be used to pay oil vendors making deliveries to CEAP households. The Fixed Margin Price will be based on the daily New Haven Rack Average OPIS price for ultra-low sulfur red dye distillate heating price, plus a fixed margin of 50 cents per gallon.
  - In addition, the Fixed Margin Pricing Program will continue to include county differentials in the pricing mechanism. The county differentials are as follows, and **include the 50 cents fixed margin:**

Fairfield County	\$0.615
Hartford County	\$0.539
Litchfield County	\$0.567
Middlesex County	\$0.533
New Haven County	\$0.545
New London County	\$0.542
Windham County	\$0.600
Tolland County	\$0.599

The following example is for demonstration purposes.

- Reimbursement for home heating oil vendors is based on the date of delivery – the price is not locked in on the date of authorization or the date of purchase from the wholesaler, rather it is based on the actual date of delivery. If a vendor is unable to deliver the day after receiving authorization from the CAA, the delivery price for the subsequent day is applied, again reflecting the latest wholesale pricing available. For example, the price for oil deliveries in Fairfield County on Thursday, December 14, 2023, was determined as follows:

\$2.624 New Haven Rack Average OPIS Price, Wednesday, December 13, 2023

\$0.500 Fixed Margin in FFY 2024

\$0.11 County Differential – Fairfield County

\$3.239 Total Fixed Margin Price for Thursday, December 14, 2023 (Fairfield County)

- Vendors who deliver in multiple counties will be paid in accordance with the county differential in the county the delivery is made. DSS will determine all fixed margin prices.
  - **If state offices shut down due to an emergency, such as hazardous weather, the last posted fixed margin price will remain in effect until the state offices reopen.**
  - **Vendors must put their retail price on all delivery tickets, bills, or statements.** If the vendor's posted retail price is lower than the Fixed Margin Price, the vendor will be paid in accordance with the retail price.
  - For those deliveries of home heating oil paid by the program, vendors shall not charge CEAP customers the difference between their retail price and the CEAP payment.
6. **The pricing mechanism may be adjusted by DSS to respond to unanticipated changes in the home heating oil market.**
7. CAAs administering a fuel assistance program should make payment to a fuel vendor not later than 10 business days after receiving an authorized fuel slip or invoice for payment from the vendor. We ask that vendors submit all required documentation in the identified manner to reduce any delay in the timely issuance of payment.
- Vendors can electronically submit an authorized fuel slip to the CAA at the identified email address.
  - Electronic Fund Transfer reimbursement functionality is available for vendors seeking that form of reimbursement.
8. Deliveries made before an energy assistance customer's eligibility has been determined may be paid, if the customer is found eligible, and the delivery was made on or after **November 1, 2024**. Payment in these cases can only be paid from a **basic benefit** award.

The U.S. Department of Health and Human Services (HHS) is requiring the tracking of heating consumption data for households receiving assistance through the Low Income Home Energy Assistance Program. This data will help assess the energy burden on LIHEAP households, with the goal of targeting benefits and energy conservation measures to those in greatest need. **States must obtain consumption information from the largest heating oil vendors and propane vendors** as well as from major utility companies serving LIHEAP households).

**While electronic submission is preferred, you can also submit the document using these alternatives:**

- Download the PDF fillable document from our website [Connecticut Energy Assistance Program--Additional Program Information](#) and email it to [energy.vendors@ct.gov](mailto:energy.vendors@ct.gov) (***include your business name in the subject line***).
- Fax a copy to CEAP Energy Services at (860) 424-4952.
- Mail the Document to: Connecticut Department of Social Services, Office of Community Services, 55 Farmington Avenue, 10<sup>th</sup> Floor, Hartford, Connecticut 06105.

**Please keep this memorandum for your records.**

**For questions about completing the document, call the Energy Services Unit at 1-800-842-1132.**