



**SUPPLIER/VENDOR CONDITIONS OF PARTICIPATION FORM  
2025/2026 CONNECTICUT ENERGY ASSISTANCE PROGRAM (CEAP)**

The Supplier/Vendor Conditions of Participation Form (hereinafter referred to as the “Document”) establishes the conditions of participation for vendors of ultra-low sulfur heating-oil-gross (UHOB10), kerosene, and propane in the 2025/2026 Connecticut Energy Assistance Program (CEAP). The requirements referenced in this Document apply to fuel deliveries made to households eligible for CEAP.

<b>PART I – DOCUMENT TERM AND IMPORTANT DATES</b>	
This agreement is effective October 1 through September 30, 2026.	
Date	Requirement
November 3, 2025	First day for CEAP-funded fuel deliveries
April 1, 2026	Deadline for fuel authorizations
May 29, 2026	Last day households may apply to establish eligibility for CEAP benefits
June 17, 2026	Last day to submit deliverable fuel invoices

<b>PART II – VENDOR INFORMATION</b>	
<b>A. Business &amp; Licensing Information</b>	
Primary Legal Business Name	
Business Mailing Address	
Contact Person	
FEIN or SSN#	
Phone#	
Heating Oil Dealer (HOD)#	
HOD Expiration Date	
Fax#	
Email Address	

**Required Attachment:** Verification of registration as a home heating oil/propane vendor with the Department of Consumer Protection (DCP) for this company and all DBAs.

<b>B. Additional Business Names (DBAs) – CEAP Doing Business As (DBA) Addendum Requirement</b>	
If your company does business under additional names using the same FEIN/SSN, list each below. Attach additional pages if needed.	
Business Name	
Business Mailing Address	
Contact Person	
FEIN or SSN#	
Phone#	
Heating Oil Dealer (HOD)#	
HOD Expiration Date	
Fax#	
Email Address	

Business Name	
Business Mailing Address	
Contact Person	
FEIN or SSN#	
Phone#	
Heating Oil Dealer (HOD)#	
HOD Expiration Date	
Fax#	
Email Address	

Business Name	
Business Mailing Address	
Contact Person	
FEIN or SSN#	
Phone#	
Heating Oil Dealer (HOD)#	
HOD Expiration Date	
Fax#	
Email Address	

Business Name	
Business Mailing Address	
Contact Person	
FEIN or SSN#	
Phone#	
Heating Oil Dealer (HOD)#	
HOD Expiration Date	
Fax#	
Email Address	

Instructions for DBAs:

If you listed a DBA above, you must also complete a separate CEAP DBA Addendum for each DBA entity. Any DBA Addendum submitted shall be deemed incorporated into this Document by reference and subject to the same terms and conditions. The Addendum captures required details on service areas, acceptance of new customers, fuel types, pricing models, terminal selection, servicing and licensing and fees.



**PART III – FUEL TYPES , PRICING MODELS & TERMINAL SELECTION**

Vendors must complete this section by selecting their pricing model, the fuel types they will provide, and their designated terminal for reimbursement. These selections must be made at the time of enrollment and will remain in effect for the duration of the program year.

**A. Pricing Models**

For the 2025-2026 CEAP season, vendors of deliverable heating oil must select **one of two pricing models** for the entire program year. Once submitted, you will have **five (5) business days** to change your selection by emailing [energy.vendors@ct.gov](mailto:energy.vendors@ct.gov). No changes shall be accepted after that period. The pricing model selection requirement does not apply to kerosene or propane deliveries, which is paid at the vendor’s regular retail price.

- **Discount-Off-Retail (DOR):** The CEAP price is calculated at the **vendor’s lowest posted retail price, minus \$0.35 per gallon** in effect on the date of delivery (see General Provisions #4 for definition).
- **Margin-Over-Rack (MOR):** The CEAP price is calculated at the DTN ultra-low sulfur heating-oil-gross (UHOB10) daily rack average, plus \$0.50 per gallon.
- **Kerosene and Propane:** Paid at the vendor’s regular retail price, regardless of DOR or MOR pricing selection above.

**B. Fuel Types Provided**

<b>Select the types of fuel your company will provide under this document (DOR and MOR cannot both be selected):</b>	
<input type="checkbox"/> Heating Oil – Discount Off Retail (DOR)	<input type="checkbox"/> Heating Oil – Margin Over Rack (MOR)
<input type="checkbox"/> Kerosene (Retail Only)	<input type="checkbox"/> Propane (Retail Only)

**C. Terminal Selection**

For the 2025-2026 CEAP season, vendors must designate one (1) terminal for reimbursement based on their business location. Once selected, this terminal must remain the same for the entire program year and cannot be changed. Vendors selecting DOR are not required to select a terminal.

<b>Available Terminals (select one):</b>	
<input type="checkbox"/> Bridgeport	<input type="checkbox"/> Hartford
<input type="checkbox"/> New Haven	<input type="checkbox"/> Norwich

**PART IV – SERVICING & LICENSING**

Before providing heating system services under CEAP, vendors shall confirm they are properly licensed.

**A. Licensing Confirmation**

Is your company licensed to perform Clean Tune & Test (CTT), heating system repairs and/or replacement services?

Yes  No

**B. Services Offered**

If licensed, check all the services your company provides:

- |  |   |
|--|---|
| <input type="checkbox"/> Clean, Tune & Test (CTT)    | <input type="checkbox"/> Heating system repairs |
| <input type="checkbox"/> Heating system replacements | <input type="checkbox"/> Oil Tank Replacements  |

**PART V – EMERGENCY & SPECIAL FEES**

Vendors shall disclose any additional fees they charge their regular customers.

- If no fee applies, enter “0.” If this section is left blank, no additional costs can be charged.
- These fees will only be paid under CEAP if the service is requested and approved by a CAA.

**A. Fee Schedule**

Service Category	Price Charged	Initial
Same-day, weekday delivery	\$	
Same-day weeknight delivery	\$	
Same-day, weekend delivery	\$	
Furnace Start-Up	\$	
Minimum Delivery (gallons)*	(Fee if not met) \$	
Clean, Tune & Test	\$	
Leak Test (propane only)	\$	
Anti-Gel Additive	\$	

\*Minimum Delivery: Pursuant to CGS § 16a-22a, the minimum heating oil or propane delivery shall not exceed one hundred (100) gallons or 75% of the primary tank size, whichever is less. Vendors may choose to set their minimum delivery requirements lower but cannot set a higher minimum delivery limit.

**PART VI – GENERAL PROVISIONS**

**Full Name of Vendor**

Enter the Full Legal Name of Business

The above-named vendor, hereinafter referred to as “Vendor,” does hereby agree on behalf of itself, its trade name(s), and DBA(s), to the following duties and requirements:

1. The Vendor shall not bill a Connecticut Energy Assistance Program (CEAP) customer or Community Action Agency (CAA) more for services or products than billed to any other customer who orders the same services or quantities of product.
2. The Vendor shall legibly post, on all invoices, statements and metered tickets, the client’s name, service delivery address, energy client identification number and the current residential retail rate per gallon on the date of delivery. Vendors must list the number of gallons delivered and the start and ending meter readings on each metered ticket or invoice.
3. **Margin-Over-Rack (MOR)** vendors agree that, regardless of the actual terminal used for fuel pickup, CEAP pricing will be based on the terminal selected for the program year.
4. **Discount-Off-Retail (DOR)** The vendor shall bill CEAP customers the lowest posted retail price charged to general retail customers for the same product and delivery conditions. If the vendor offers a discount that is regularly posted, uniformly applied and available to all customers, the discounted cash price shall be used for CEAP pricing. Excluded from this requirement are contract or pre-buy/cap/fixed pricing, membership or loyalty discounts, temporary promotional pricing and one-time hardship rates. The vendors must: maintain pricing sheets showing daily posted retail prices; itemize discounts and posted prices on customer records; and permit DSS to audit CEAP and non-CEAP accounts to confirm the same posted retail rate was applied before the discount.
5. The Vendor shall extend to CEAP customers any generally available discounts they provide to non-CEAP customers in similar situations. This includes publicly posted cash discounts offered to all customers on a uniform basis. Discounts tied to private customer contracts or exclusive programs remain excluded. The discount period begins on the date in which the invoice is presented to the CAA.
6. The Vendor shall make deliveries in accordance with Sec. 16a-22a of the Connecticut General Statutes.
7. The Vendor shall make deliveries within the amounts authorized by the CAA. Vendors will receive authorizations for Basic Benefits and Crisis Assistance prior to each delivery. Only one delivery is permitted per authorization.
8. CEAP may cover the cost of a clean, tune and test (CTT) if funds are available. Renters must receive written landlord permission to receive this benefit. Payment is only authorized with prior CAA approval.

CEAP may pay for one (1) restart per household per program year, if sufficient funds remain in the household's benefits. Additional restarts are the household's responsibility.

9. The Vendor shall allow inspection by the State or its agent of records needed to verify invoice accuracy, including, but not limited to, retail rates per gallon and discount applications.
10. The Vendor shall retain all records related to CEAP participation for three years from the end of the program year or final payment.
11. To receive payment, the Vendor shall submit invoices to the CAA within 30 days of delivery, or by June 17, 2026, whichever comes first.
12. In case of a disputed or contested invoice, the State reserves the right to withhold payment until the issue is resolved.
13. The Vendor shall submit the properly executed Vendor Participation Document to the Department of Social Services (DSS) in order to be included on the Authorized List of Deliverable Fuel Vendors.
14. The Vendor shall not charge a CEAP customer the difference, in whole or in part, between the Vendor's retail price and the CEAP reimbursement rate.
15. In accordance with section 16a-41a(f) of the Connecticut General Statutes, CEAP payments must be issued no later than 10 business days after the CAA receives a valid invoice or authorized fuel slip. The 10-business-day window is based on the CAA's business day calendar, not the State's calendar, and begins on the date the invoice is received, not the date of delivery.
16. CEAP payments will be based on the price at the time of delivery, not the date the benefit was approved or authorized.
17. If both the CEAP customer and the CAA submit a payment for the same delivery, the Vendor shall reimburse the customer upon notification of the duplicate payment, in the amount paid by the customer.
18. Emergency deliveries must be made within twenty-four (24) hours of fuel authorization; non-emergency deliveries must be made within seventy-two (72) hours of fuel authorization. If a delivery cannot be completed within the required timeframes, the Vendor must notify the CAA. The authorization may be canceled and reissued to another vendor.
19. Vendors using automatic delivery must still receive a valid CEAP authorization from the CAA before each delivery in order to be reimbursed. Payment under the CEAP is permitted only for those fuel deliveries which are authorized by the CAA.
20. By submitting the Vendor Participation Document, the Vendor agrees to all terms and conditions for the 2025-2026 program year. Non-compliance may result in the Vendor's suspension from the program.

21. The Vendor shall safeguard the use, publication, and disclosure of information on all clients who receive services under this program in accordance with all applicable federal and state confidentiality laws, including, but not limited to, section 17b-90 of the Connecticut General Statutes.
22. Vendors who wish to withdraw from CEAP participation shall send notification to DSS in writing at least five (5) business days prior to their withdrawal date at: Department of Social Services, Office of Community Services, 55 Farmington Avenue, Hartford, CT 06105, or via email at [Energy.Vendors@ct.gov](mailto:Energy.Vendors@ct.gov). Once removed, vendors shall no longer receive CEAP authorizations. DSS will notify CEAP customers and instruct them to select a new vendor. Payment for any outstanding authorizations of heating oil will be made in accordance with the vendor's selected pricing method.
23. CEAP customers may choose to change vendors at any time during the program year. Any remaining benefit funds will be transferred to the new vendor. The original vendor may no longer make deliveries to the household under the CEAP program.
24. Vendors are not required to deliver outside of their normal service territory or regular working hours, or to provide services beyond those offered to non-CEAP customers.
25. Vendors are not obligated to accept new CEAP customers. If they do, vendors may not require a credit report, unless the customer is requesting services beyond CEAP-funded deliveries.
26. Vendors must provide DSS, upon written request, with 12 months of account history for CEAP recipient households, or the available account history plus estimates. The records must be submitted at no cost to DSS in Excel or comma separated values (CSV) format, using the DSS template. Vendors must provide a contact email and phone number.

## PART VII – PRODUCT PRICING

As discussed in Part III of this document, CEAP offers two pricing models for deliverable heating oil. Vendors must select **one model** for the 2025-2026 program year. This selection does not apply to kerosene or propane deliveries, which are paid at the Vendor's retail rate.

### Overview of Pricing Models

- **Discount -Off-Retail (DOR):** Based on vendor's lowest posted retail price, minus \$0.35 per gallon.
- **Margin-Over-Rack (MOR):** Based on DTN's ultra-low sulfur heating-oil-gross (UHOB10) daily rack average, plus \$0.50 per gallon.

**Important:** Vendors shall list their **retail price** on all delivery tickets, bills, invoices or statements. If a vendor's retail price is lower than the CEAP price, CEAP will pay the lower retail price.

### Example Calculations

#### Model 1: DOR

- Vendor's Retail Price (UHOB10, Bridgeport, 3/31/25): \$2.71
- Discount: - \$0.35
- **CEAP Price:** \$2.36 per gallon

#### Model 2: MOR

- DTN Rack Average Price (UHOB10, Bridgeport 3/31/2025): \$2.275
- Fixed Margin: + \$0.50
- **CEAP Price:** \$2.775 per gallon

The pricing mechanisms may be adjusted by DSS to respond to unanticipated changes in the heating oil market.

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.

**All kerosene and propane deliveries will be paid at the vendor's regular retail price.**

Deliveries made before a CEAP customer's eligibility has been determined may be paid, if the customer is found eligible and the delivery was made **on or after** November 3, 2025 (the first date CEAP benefits can be used), through April 1, 2026 (the last date for CEAP fuel authorizations), but prior to the household being awarded an energy assistance benefit.

### Emergency Closures:

In the event of a state office closure due to an emergency, such as hazardous weather:

- The last posted Margin-Over-Rack (MOR) price will remain in effect until the state offices reopen.
- For Discount-Off-Retail (DOR), the price will be based on the vendor's posted retail price, which may change daily, even during closure.

## **PART VIII – MISCELLANEOUS PROVISIONS**

The Vendor understands and agrees that if the State of Connecticut has reason to believe that the Vendor may have misrepresented, violated, or attempted to violate any part of this Document, the Vendor is subject to having their participation as a supplier in CEAP immediately suspended. Suspected violations of Connecticut law shall be investigated, and if appropriate, prosecuted. Vendors found in violation shall be barred from participation in the energy assistance program for five years.

This Document is subject to Section 53a-157b of the Connecticut General Statutes, which provides as follows: "A person is guilty of false statement when such person (1) intentionally makes a false written statement that such person does not believe to be true with the intent to mislead a public servant in the performance of such public servant's official function, and (2) makes such statement under oath or pursuant to a form bearing notice, authorized by law, to the effect that false statements made therein are punishable."

Should at any time any provision of this Document be found by the State to be legally unenforceable, that provision will automatically be considered void, but all other provisions of this Document will remain in effect.

This Document is subject to the provisions in Executive Orders and other Enactments

(a) All references in this Contract to any Federal, State, or local law, statute, public or special act, executive order, ordinance, regulation or code (collectively, "Enactments") shall mean Enactments that apply to the Contract at any time during its term, or that may be made applicable to the Contract during its term. This Contract shall always be read and interpreted in accordance with the latest applicable wording and requirements of the Enactments. Unless otherwise provided by Enactments, the Contractor is not relieved of its obligation to perform under this Contract if it chooses to contest the applicability of the Enactments or the Client Agency's authority to require compliance with the Enactments.

(b) This Contract is subject to the provisions of Executive Order No. Three of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices, Executive Order No. Seventeen of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings and Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999, concerning violence in the workplace, all of which are incorporated into and are made a part of this Contract as if they had been fully set forth in it.

(c) This Contract may be subject to Executive Order No. 14 of Governor M. Jodi Rell, promulgated April 17, 2006, concerning procurement of cleaning products and services; and Executive Order No. 61 of Governor Dannel P. Malloy promulgated December 13, 2017, concerning the Policy for the Management of State Information Technology Projects, as issued by the Office of Policy and Management, Policy ID IT-SDLC-17-04. If any of the Executive Orders referenced in this subsection is applicable, it is deemed to be incorporated into and made a part of this Contract as if fully set forth in it.

**PART VIII – VENDOR REQUEST FOR PARTICIPATION & SUBMISSION**

By signing this Document, the Vendor acknowledges and agrees that the conditions and provisions herein applies to the Vendor’s primary entity and all listed DBAs. Any CEAP DBA Addendum is submitted, it shall be considered part of this Document and incorporated by reference. To complete your request for participation in CEAP, **vendors must initial each page of this document and sign below.** The signature confirms agreement to all terms and conditions specified in this document.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Authorized Agent of Vendor

Print \_\_\_\_\_

Authorized Agent of Vendor

**Preferred Method (faster processing):**

- Online: Submit via the CEAP Vendor Portal Link:  
<https://login.ct.gov/ctidentity/login?goto=https://dss.service.ct.gov/ceapvendorportal/login>

**Other Options (choose one):**

- Email: [energy.vendors@ct.gov](mailto:energy.vendors@ct.gov)
  - Enter your business name in the subject line.
- Mail: CEAP Energy Services  
Connecticut Department of Social Services  
Office of Community Services  
55 Farmington Avenue, 10<sup>th</sup> Floor  
Hartford, CT 06105
- Fax: (860) 424-4952

**Mail and Email Submission Instructions:**

To prevent delays in processing:

- Return all **11 pages** of this document.
- **Include verification of registration** as a Home Heating Fuel (Oil/Propane) Dealer with the Department of Consumer Protection for your company and each of your DBAs (if applicable).

**Important:** Submit using only one method to avoid delays.