



**State of Connecticut**  
DEPARTMENT OF SOCIAL SERVICES  
55 Farmington Avenue – Hartford, Connecticut 06105



To: Deliverable Fuel Products Vendors  
From: Cassandra Norfleet-Johnson, Program Administration Manager *Cassandra Norfleet-Johnson*  
Subject: Connecticut Energy Assistance Program Supplier/Vendor Conditions of Participation Form  
Date: October 17, 2025

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The Department of Social Services (DSS) requires vendors of home heating oil , kerosene and propane who wish to participate in the Connecticut Energy Assistance Program (CEAP), to complete and submit the Supplier/Vendor Conditions of Participation Form (“Form”). DSS strongly encourages vendors to submit their form online, but may use email, fax or mail if preferred. The online system has been updated and enhanced to provide additional features, including the ability to identify a contact person, check on the status of applications, and communicate directly with the Department. To access the online form, please follow this link: <https://login.ct.gov/ctidentity/login?goto=https://dss.service.ct.gov/ceapvendorportal/>.

Once the Form is submitted and accepted by DSS, it will remain in effect from October 1, 2025, through September 30, 2026. We thank you for your continued partnership.

As we begin the FY 2025-2026 CEAP season, we would like to share key updates and information important to a successful season specific to deliverable fuel vendors.

**LIHEAP workgroup:** As mandated by Public Act 24-145, the Department of Social Services (DSS) convened a working group to study best practices related to pricing standards for fuel vendors, while maintaining the maximum amount of funding to benefit recipients. The working group consisted of representatives from various sectors, reflecting diverse interests 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 interest and financial concerns of recipients of energy assistance provided under the state's energy assistance program, and (5) a representative from the Office of Consumer Counsel. A number of state legislators were also regular participants in the meetings. The working group’s findings have helped inform the two pricing methodologies now available for deliverable heating oil (Margin Over Rack and Discount Off Retail).

Important Dates	
<b>November 3, 2025</b>	First day for CEAP-funded deliveries
<b>April 1, 2026</b>	Deadlines for fuel authorization or deliveries.
<b>May 29, 2026</b>	The last day that households may apply to establish its eligibility for CEAP benefits.
<b>June 17, 2026</b>	Last day to submit deliverable fuel invoices.

**Operation Updates**

**1. Authorization Restrictions**

Community Action Agencies (CAA) will not issue an authorization for fuel delivery in cases where heating systems, including leaking fuel tanks, have been **red tagged** by a Vendor certified to evaluate heating systems.

**2. Fuel Authorization Process**

The fuel authorization process remains consistent with last year. Vendors must make deliveries within the amount authorized by the CAA. Vendors will receive authorizations for basic benefits and/or Crisis Assistance prior to each delivery. **Only one delivery is permitted 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, which ensures accurate accounting and reimbursement.

- Vendors using automatic delivery must still receive a valid CEAP authorization from the CAA **before each delivery in order to be reimbursed.** We ask that the vendors communicate with their automatic delivery customers who are CEAP recipients to ensure they understand their responsibilities under your automatic delivery process. This will help ensure that unauthorized CEAP deliveries aren't made without the customer's knowledge. This helps ensure all deliveries are authorized and compliant with CEAP requirements.

**3. Clean, Tune, and Test (CTT)**

CEAP may cover the cost of a clean, tune and test if funds are available. Renters must receive written landlord permission to receive benefit. Payment is only authorized with CAA approval. Vendors must receive CAA's approval for this activity prior to performing any work.

**4. Heating System Restarts**

CEAP clients who heat with deliverable fuel may use a portion of their benefits to pay for the restart of their deliverable fuel heating system. CEAP will only pay for one (1) restart per program year, if sufficient funds remain in the household basic benefits. If additional restarts are needed the household is responsible for the cost.

**5. New Pricing Models – Discount-Off-Retail (DOR) and Margin-Over-Rack (MOR):**

For the 2025-2026 CEAP season, vendors delivering heating oil must select one of the two pricing models for the entire program year. Once submitted, vendors will have five (5) business days from the date of their application to change their selection by emailing [energy.vendors@ct.gov](mailto:energy.vendors@ct.gov). No changes will be accepted after that period.

The pricing model requirement does not apply to kerosene or propane deliveries this season, which are currently paid at the vendor’s regular retail price.

**CEAP now offers two pricing options for heating oil deliveries:**

- **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
- **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.

6. **Lowest Posted Price:** 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, such as for cash payment, the discounted 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.

7. **Terminal Selections**

Vendors using the MOR reimbursement must designate one (1) terminal (Bridgeport, Hartford, New Haven, or Norwich) 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.

8. **DBA Exception**

If a vendor operates under multiple DBA's, each DBA may designate a terminal that aligns with its specific business location.

9. **Reimbursement for Deliverable Fuel Vendors**

- Reimbursement is based on the price at time of delivery, as posted by DSS.
- The price is not locked in on the date of authorization by the CAA or the date the vendor purchases fuel from the wholesaler.
- If a vendor is unable to deliver on the day after receiving the authorization, the subsequent day's pricing will apply, reflecting the terminal-based MOR price posted by DSS.

10. **State Office Closure Due to Emergency**

In the event of a state office closure resulting in DSS being unable to post an updated price, pricing mechanisms remain in effect until state offices reopen:

- **Margin Over Rack (MOR):** The DTN-based MOR price will remain in effect during closure.
- **Discount Off Retail (DOR):** The price will be based on the Vendor's posted retail price, which may change daily, even during closure.

11. **Vendor Retail Pricing and CEAP Delivery Tickets**

Vendors must ensure that retail prices on all delivery tickets, bills, or statements reflect their actual lowest posted prices.

- MOR payment will be based on the terminal price plus \$.50 at time of delivery. No further adjustments apply.
- DOR payment is based on the Vendor's lowest posted retail price, minus \$0.35 at time of delivery. No further adjustments apply.

## **12. The Pricing Mechanism Adjustments**

The pricing mechanism may be adjusted by DSS if needed to respond to unanticipated changes in the home heating oil market or significant changes in program funding levels. DSS reserves the right to implement pricing adjustments at any time during the program year to ensure the availability of benefits and maintain program integrity.

## **13. CAA Payment Deadlines**

CAAs administering the fuel assistance program must issue CEAP payment no later than ten (10) business days after the CAA receives a valid legible invoice or authorized fuel slip that identifies the delivery occurred and all required documentation, for example date of delivery, amount of delivery, number of gallons delivered, etc.

- The ten (10) business day window is based on the CAA's business day calendar, (not the state calendar).
- The timeline begins on the date the legible invoice is received, not the date of delivery.
- Vendors are asked to submit all required documentation promptly to avoid delays in payment.

## **14. Vendor Submission Options**

- Vendors can electronically submit invoices to the CAA at the identified email address.
- Electronic Fund Transfer (EFT) reimbursement functionality is available for vendors seeking that form of reimbursement.

## **15. Deliveries made before Eligibility Determination**

- Deliveries made before November 3, 2025, will not be paid under CEAP regardless of household eligibility.
- Deliveries made before an eligibility determination is completed may be paid if the customer is later determined to be eligible and the delivery occurred on or After November 3, 2025 (the first date CEAP can be used) and on or before April 1, 2026 (last date for CEAP fuel authorizations), Payment can only be issued if all program requirements are met and the household is ultimately approved for energy assistance benefits.
- If the household applies for CEAP benefits after April 1, 2026, the household is eligible only for the basic benefit and no crisis or supplemental benefits will apply.

## **16. Federal Reporting Requirements**

The U.S. Department of Health and Human Services (HHS) requires the tracking of heating consumption data for households receiving assistance through the Low-Income Home Energy Assistance Program (LIHEAP). This data helps demonstrate the impact of CEAP benefits and the energy burden on LIHEAP households and is necessary to meet federal reporting obligations. States must collect consumption information from the largest home heating oil vendors and from kerosene vendors and propane vendors

as well as from major utility companies serving LIHEAP households. The purpose of this data collection is to ensure benefit and energy conservation measures are targeted to those in greatest need.

#### 17. **Submission of CEAP Vendor Portal Form**

Electronic submission is preferred. Vendors should complete and submit the seat supplier conditions of participation from using the [\(CEAP Vendor Portal\)](#)

#### 18. **Alternative Submission Methods**

If not submitted through the portal, vendors may also submit the completed form by:

- E-mail: [energy.vendors@ct.gov](mailto:energy.vendors@ct.gov)
- Mail: Connecticut Department of Social services, Office of Community Services, 55 Farmington Ave, 10th floor, Hartford, Connecticut 06105
- Fax: (860) 424-4952, attention CEAP Energy Services
- Download the PDF fillable document from the DSS website Connecticut Energy Assistance Program- Additional information) and e-mail it to [energy.vendors@ct.gov](mailto:energy.vendors@ct.gov). Please include your business name in the subject line.

**Please keep this memorandum for your record. For questions about completing the document, call the Energy Services Unit at 1-800-842-1132.**