

CEAP Deliverable Fuel Vendors Information Meeting

Tuesday, October 14, 2025



***Presented by the Division of Program
Oversight & Grant Administration,
Office of Community Services***



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**FFY 2026
CONNECTICUT
ENERGY
ASSISTANCE
PROGRAM
(CEAP)
VENDOR
INFORMATIONAL
FORUM**

WELCOME

OVERVIEW



WHO:

CEAP deliverable fuel vendors and Partners working with the Department to provide energy assistance to Connecticut households.



WHAT:

The informational meeting will focus on CEAP deliverable fuel vendor expectations, Program Year 2026 changes and CEAP Vendor Portal demo.



PURPOSE:

Continue the Department's efforts toward improving communication with CEAP deliverable fuel vendors to maximize benefits for customers.

Key Dates



November 3, 2025, first day for fuel deliveries that can be paid by the program.



April 1, 2026, deadline for deliverable fuel authorizations.



May 29, 2026, the last day a household can apply to establish eligibility for benefits.



June 17, 2026, last day to submit deliverable fuel bills.

Benefit Utilization

Avoid Unnecessary Fees

Vendors should review recent authorizations before making a delivery to avoid unnecessary fees to clients.

Maximize Client Benefit

Vendors and CAAs should work together to help clients get the most out of their benefits. Good communication helps prevent wasted funds and unnecessary charges.

Educate & Collaborate

Vendors are encouraged to educate clients on how deliveries and restarts work, and to keep communication open with the CAA.

Client Responsibility

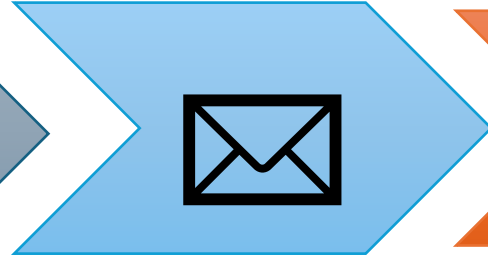
Any restarts or deliveries made outside of authorization limits are the client's responsibility.



Fuel Authorization & Delivery



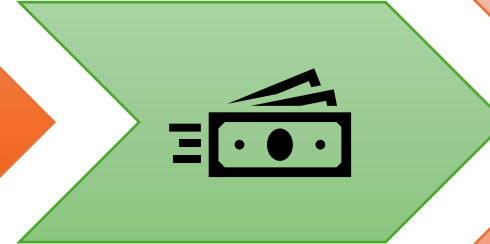
- ❑ Client contacts CAA to request a fuel delivery
- ❑ Eligibility + benefit amount verified



- ❑ CAA issues authorization to assigned vendor
- ❑ Vendor receives authorization notice
- ❑ Authorization is not payment, it only allows delivery up to the approved amount



- ❑ Vendor delivers fuel promptly up to the authorized amount.
- ❑ If unable to make timely delivery within the standard timeframe, contact assigned agency



- ❑ Payment is based on the selected pricing model:
 - Margin Over Rack (MOR) or
 - Discount Off Retail (DOR)



- ❑ MOR vendors can check the daily price at [CT Stay Warm](#)

Invoicing and Payment Timelines



Invoice

- Vendors must send completed and legible invoices (also called a ticket or bill) for payment.
- Send (email, mail or fax) the invoices directly to your assigned Community Action Agency (CAA) at their designated address.
- Invoices must be submitted within 30 days of delivery to ensure timely processing and payment.
- Illegible or incomplete invoices will cause delays.
- Once invoices are received, the shall CAA review and process for payment.

CAA reviews & processes



Payment Timelines

- CAAs must issue payment within 10 business days of receiving a valid invoice.
- Electronic Fund Transfer (EFT) is available for vendors.
- Last day to submit deliverable fuel invoices is June 17, 2026.**

CEAP Refunds & Reconciliation



Refunds Must be Issued When:

- A CEAP recipient moves or closes their account leaving a CEAP funded credit balance.
- The CEAP benefit amount exceeds actual service charges.
- Payment amount issued in error by CAA.



How to Return Funds:

- Make check payable to: CAA
- Include transmittal sheet listing: customer name, authorization number(s), address, and refund amount.
- Mail: CAA administrative office



Reconciliation:

- Invoices must match the delivery ticket, and special fees, (e.g., same day delivery, deliveries < 100 gallons).
- All adjustments must be clearly noted.



Time Frames:

- Refunds must be issued within 60 days of account closure or CAA issued communication identifying the overpayment.

CEAP Services: Clean, Tune & Test (CTT) and Heating System Repair Replacement

Clean, Tune & Test

- Upon request, and if funds are available, CEAP will cover the cost for clean, tune, and test of deliverable fuel heating system for eligible deliverable fuel heated households.
- Renters must have written permission from their landlord.
- Must be authorized by the Community Action Agency.

Heating System Repair Replacement

- Upon request and if funds are available, CEAP will cover the cost associated with heating system repair or replacement for eligible CEAP recipients.
- Not available for renters.
- Repairs \$1,000 and under must be authorized by the Community Action Agency.
- Repairs over \$1,000 and replacements must be approved by the Department before any work can be performed.

Supplier/Vendor Conditions of Participation Changes

Pricing Models

- Margin Over Rack (MOR): Terminal based price plus \$.50/gallon fixed margin.
- Discount-Off-Retail (DOR): Based on lowest posted retail price minus \$.35.
- Vendors will have (5) business days to change pricing model option after selection.



Terminal Selections

- One terminal must be chosen for the primary business and each Doing Business As (DBA).
- DBA may select terminal separate from primary business.
- DBA's must complete DBA addendum (paper application)
- Once chosen, terminal selection is set for entire program year.



Price Transparency

- Margin Over Rack: Delivery tickets must display the terminal name, price, and final gallons.
- Discount Off Retail: Vendors must publicly post retail price.

Pricing Model (CEAP Deliverable Fuel) Examples

Model 1 Example: Margin Over Rack (MOR)

Terminal Price + fixed margin = CEAP reimbursement

- DTN ULHOB10 daily rack avg
- Fixed Margin: \$0.50/gal
- CEAP reimburses Rack + \$0.50

Example (Bridgeport- May 1, 2025):

Rack: \$2.035/gal

Fixed Margin: \$0.50/gal

CEAP Price: \$2.535/gal

Model 2 Example: Discount Off Retail (DOR)

Retail Price – fixed discount = CEAP reimbursement

- Vendor's lowest posted retail price
- Fixed Discount: \$0.35/gal
- CEAP reimburses Retail- \$0.35

Example (Bridgeport- May 1, 2025):

Retail: \$2.99/gal

Discount: \$0.35/gal

CEAP Price: \$2.64/gal

Quick Reference:

MOR = Terminal + \$0.50

DOR = Retail - \$0.35

Vendors (Home Heating Oil) select pricing model when enrolling.



Ways to submit a CEAP Supplier/Vendors Conditions of Participation Form



[CEAP Vendor Portal link](#)



Energy.vendors@ct.gov



CEAP Energy Services at (860) 424-4952 (fax)






Connecticut Department of Social Services, Office of Community Services
55 Farmington Avenue, 10th Floor, Hartford, Connecticut 06105

All Required Information

The CEAP Online vendor portal now collects all required documents in one place. This includes the Participation Form, Doing Business As Addendum, Community Action Agency (CAA) selection, fuel type, terminal selections, pricing methods, fees, and attestations.

Questions and Support

-  Chatter box: Submit questions directly through the Vendor Portal, you can also list a contact person
-  Email: Energy.Vendors@ct.gov
-  Phone: 1-800-842-1132

Processing and Response Times

Application Processing: Up to 10 Business days

Response Time for General Inquiries: Within 3-5 business days

First look at Vendor Portal



Additional Resources

DSS Website [Energy Assistance - Winter Heating-Vendors \(ct.gov\)](#)

Connecticut Association for Community Action (CAFCA)
<https://www.cafca.org/>

211United Way <https://uwc.211ct.org/>

Connecticut Energy Marketers Association (CEMA)
<https://www.ctema.com/>

Generation Power CT <https://gpct.org>

Reminders



Ways to help Maximize Customer Benefit



NO CEAP dollars before 11/3



NO Auto Deliveries w/o prior authorization



One Delivery per Authorization



NO Guaranteed Payment without Authorization



Performance Measures

