

# CEAP Vendor Portal FAQ as of 10/17/2025

This FAQ provides general guidance to assist vendors with Connecticut Energy Assistance Program (CEAP) participation and system use. It does not replace or supersede official program documents or requirements. For complete requirements, vendors should refer to the Vendor Conditions of Participation.

## **1. Should Vendors make deliveries to customers without authorization from the Community Action Agency (CAA)?**

No. Vendors may not make deliveries without authorization from the CAA. An authorization confirms the household's eligibility, benefit approval, and is the only way to guarantee payment.

## **2. Can a delivery be made when a customer's heating system has been red tagged?**

No. Vendors may not make deliveries or receive authorizations on a heating system that has been red tagged. A red-tagged system is considered unsafe for operation and must be addressed and cleared before any CEAP benefit can be applied.

## **3. Where can vendors find the pricing models?**

The posted Discount Off Retail (DOR) price is based on the vendor's lowest posted retail price, minus \$0.35. The Margin Over Rack (MOR) price is based on the selected terminal and fixed margin established by DSS. For more information visit: [https://portal.ct.gov/dss/economic-security/winter-heating-assistance/energy-assistance---winter-heating/energy-assistance-vendor-information?language=en\\_US](https://portal.ct.gov/dss/economic-security/winter-heating-assistance/energy-assistance---winter-heating/energy-assistance-vendor-information?language=en_US)

## **4. Can vendors change their selected pricing model mid-season?**

No, Pricing model changes are not permitted mid-season. Vendors will have five (5) business days from the date of their application to change their pricing model selection by emailing [energy.vendors@ct.gov](mailto:energy.vendors@ct.gov). Once this period has ended, the selected pricing model remains in effect for the program year.

## **5. Where are vendors required to post retail price information?**

Vendors must publicly post their lowest retail price, inclusive of any cash discounts, at their place of business, and, if they maintain a website, on their website as well. Vendors without a website must make their posted retail price readily available to CAAs and DSS upon request, such as providing daily price sheets or other verifiable documentation.

This posted price must reflect the lowest price charged to general retail customers on the day of delivery and will be the basis for CEAP payment. All pricing must be clearly documented on the fuel slip and is subject to audit.

## **6. Can vendors change the terminal once the season has started?**

No. Once a terminal is selected as part of the vendor participation process, it is locked in for the program year. All pricing will be calculated based on the terminal selected at the time of enrollment.

**7. Will my Doing Business As (DBA) and primary business be required to use the same terminal and pricing model?**

No. DBAs may select different terminals and pricing models than their primary business. Each DBA must have a completed DBA addendum or be documented in the vendor portal.

**8. What if the posted retail price changes after authorization is issued?**

For Discount Off Retail (DOR) vendors, the CEAP benefit is calculated based on the vendor's lowest posted retail price on the day of delivery. If the price changes after an authorization is issued, the final CEAP price will reflect the updated retail price. This does not apply to Margin Over Rack (MOR) vendors, whose pricing is based on the selected terminal and fixed margin.

**9. How should vendors handle questions or issues with the vendor portal?**

For questions or issues related to the vendor portal, vendors should contact the DSS using the [energy.vendors@ct.gov](mailto:energy.vendors@ct.gov) email address.

**10. Can multiple deliveries be made under a single authorization?**

No. Each authorization is intended for a single delivery. If additional deliveries are needed, a new authorization must be issued.

**11. How are communications handled between vendors and Community Action Agencies?**

All official communication regarding authorizations, benefits, and delivery details should occur directly between the vendor and the assigned CAA via email or telephone. Vendors should not rely on intake sites or external partners for official program communication.

**12. What happens to my price when the state closes?**

In the event of a state office closure resulting in DSS being unable to post an updated price, the last posted Margin Over Rack (MOR) price will remain in effect until the state re-opens. For Discount Off Retail (DOR), the price will be based on the vendor's posted retail price on the day of delivery.

**13. What is considered the lowest posted retail price?**

The lowest posted retail price is the price available to all customers at the time of delivery. This excludes discounts or promotional pricing unless those discounts are uniformly offered to all customers. DSS may review posted prices for compliance and will confirm that the same posted retail price was applied before the program discount.

As noted above these FAQs are intended to provide general guidance and do not replace the terms and conditions outlined in the Vendor Conditions of Participation Form.

**14. Is the client responsible for paying for their own heating system restart?**

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

**15. Do we need to include the terminal we have chosen on our fuel tickets?**

No. Vendors will not be required to list the terminal on their fuel tickets. The terminal is hard-coded in the system based on the vendor's selection during the participation process.

However, vendors must ensure all other required delivery information is included in the ticket such as:

- The client's name, and service delivery address,
- energy client identification number
- the current residential retail rate per gallon on the date of delivery
- Number of gallons delivered, and
- Start and ending meter readings

**16. Should we submit tickets on the vendor portal?**

No. Fuel tickets should not be submitted through the vendor portal. Please continue submitting tickets to the designated Community Action Agencies in the same manner as prior years.

**17. Will fuel authorizations be received through the vendor portal?**

No. The vendor portal is strictly for application processing. All fuel authorization and tickets will continue to be received through the method you have already established with the designated Community Action Agency.

**18. Can one email contact be used in the vendor portal so all email communication is centralized?**

Yes. If a vendor signs up and uses the same email address, all communication from the vendor portal will go to the assigned vendor contact listed on the application.

**19. How should a vendor handle clients who are on automatic delivery?**

If a client is on automatic delivery, the vendor should remind the client to request authorization from their Community Action Agency at least one week before the scheduled delivery. CEAP funds cannot be used for unauthorized deliveries.

Without an authorization in place, the delivery cannot be paid with CEAP funds, and the client could be responsible for the cost.

**20. Are propane vendors required to have a Home Heating Fuel Dealer (HOD) certificate?**

No. HOD certification is specific to heating oil distributors and is not required for propane vendors.

**21. When should vendors complete the Doing Business As (DBA) addendum?**

The DBA Addendum should only be completed if:

- A vendor operates under multiple business names and
- The vendor is submitting a paper or email Vendor Conditions of Participation Form.

Vendors do not need to complete a DBA Addendum if they are completing their participation form through the vendor portal.

**22. Is there a deadline to apply to become a CEAP Vendor?**

No. Vendors may apply to participate anytime during the CEAP season. However, please note that the last day for fuel authorizations is April 1, 2026.