

# Energy Provider Portal – County Staff User

Created: 6/10/2022

Last Updated: 6/10/2022

## Energy Provider Portal Overview

The Energy Provider Portal is part of the North Carolina Families Accessing Services through Technology (NC FAST) program. The Energy Provider Portal is built upon the Salesforce platform and exists to simplify the approval and invoicing process for both utility providers and state/county officials when providing assistance to low-income households.

This job aid is for County DSS users who utilize the Energy Provider Portal on behalf of utility providers.

**County Staff Users may only access the Energy Provider Portal on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays of the month, or the first business day thereafter if either of those days falls on a holiday. If you attempt to log in to the Energy Provider Portal on any other day, the system will allow you to do so, but you are encouraged not to.**

## Step-by-Step Instructions

1. [Logging In to the Energy Provider Portal](#)
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### 1. Logging In to Energy Provider Portal

North Carolina Identity Management Service (NCID) is the standard identity management service that allows state, local, business, and individual users to access North Carolina's applications and information systems in a secure, access-controlled manner. To log in to the



# NC FAST

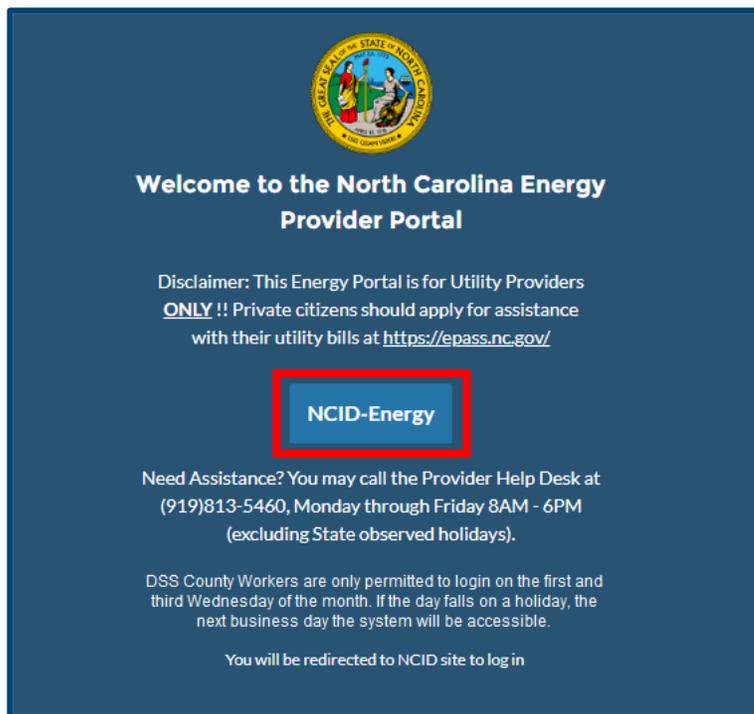
North Carolina Families Accessing  
Services through Technology

Energy Provider Portal, you must have an active government employee NCID, as well as be an active supervisor or caseworker within NC FAST. If you are unable to log in successfully with your government NCID, contact your supervisor to ensure your NC FAST credentials are accurate.

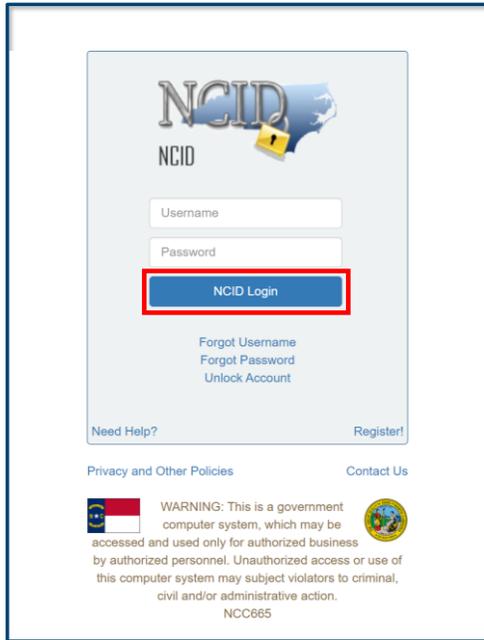
1. To log in to the Energy Provider Portal, open your browser and navigate to <https://energyproviderportal.nc.gov>.

**Note:** For the best user experience, use one of the recommended browser applications including: Google Chrome, Microsoft Edge Chromium, Apple Safari, or Mozilla Firefox.

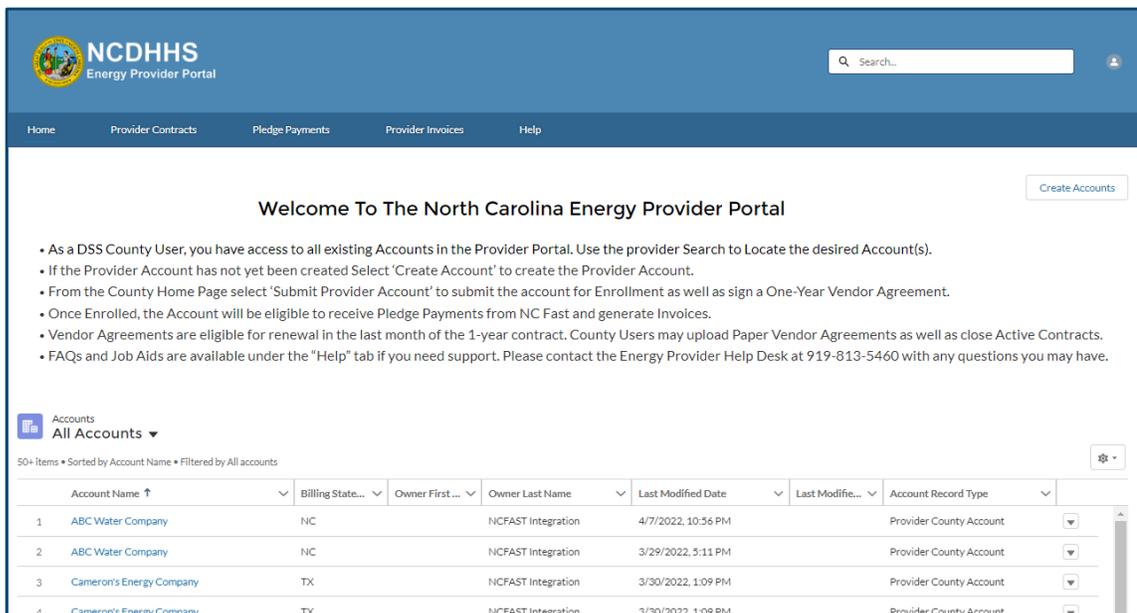
2. Click the **NCID-ENERGY** button.



3. Enter your government NCID username and password, then click **NCID LOGIN**.



4. You are now logged in to the Energy Provider Portal as a DSS County User.

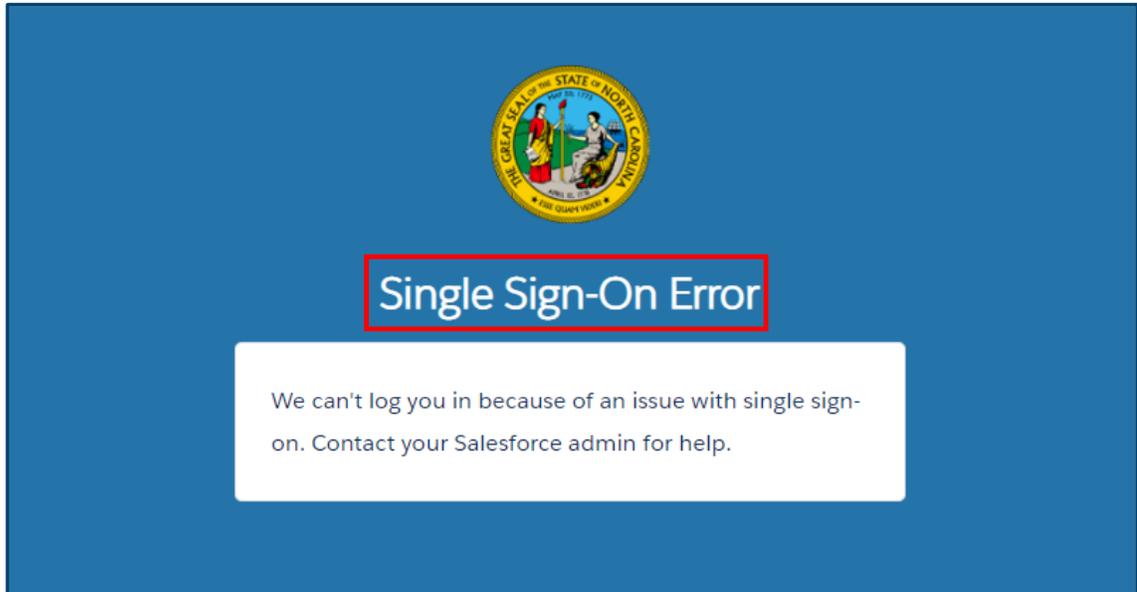


5. If you receive a **SINGLE SIGN-ON ERROR** message, close all instances of your browser, and attempt to log in again. If unsuccessful, attempt to log in using Incognito mode, or restart your computer



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## 2. Navigating the Energy Provider Portal

Upon logging in to the Energy Provider Portal, you will be taken to the **COUNTY STAFF HOME PAGE**. From the **COUNTY STAFF HOME PAGE**, you will be able to select any existing Energy Provider Portal account and conduct activities within the Energy Provider Portal on behalf of that provider.

1. After logging in, you can access the **COUNTY STAFF HOME PAGE** screen at any time by clicking on **HOME** on the **NAVIGATION BAR**.

**Note:** As part of this user profile, you have access to every account, contract, pledge payment, and invoice in the state that has been created, even those outside of your county office. Once you select the account, you will see the **COUNTY HOME PAGE**, which is the account-specific home page for that provider for that county/utility.



**NCDHHS**  
Energy Provider Portal

Search...

Home Provider Contracts Pledge Payments Provider Invoices Help

**Welcome To The North Carolina Energy Provider Portal** [Create Accounts](#)

- As a DSS County User, you have access to all existing Accounts in the Provider Portal. Use the provider Search to Locate the desired Account(s).
- If the Provider Account has not yet been created Select 'Create Account' to create the Provider Account.
- From the County Home Page select 'Submit Provider Account' to submit the account for Enrollment as well as sign a One-Year Vendor Agreement.
- Once Enrolled, the Account will be eligible to receive Pledge Payments from NC Fast and generate Invoices.
- Vendor Agreements are eligible for renewal in the last month of the 1-year contract. County Users may upload Paper Vendor Agreements as well as close Active Contracts.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

Accounts  
All Accounts ▾

50+ Items • Sorted by Account Name • Filtered by All accounts

Account Name ↑	Billing State...	Owner First...	Owner Last Name	Last Modified Date	Last Modifie...	Account Record Type
1 ABC Water Company	NC		NCFast Integration	4/7/2022, 10:56 PM		Provider County Account
2 ABC Water Company	NC		NCFast Integration	3/29/2022, 5:11 PM		Provider County Account
3 Cameron's Energy Company	TX		NCFast Integration	3/30/2022, 1:09 PM		Provider County Account
4 Cameron's Energy Company	TX		NCFast Integration	3/30/2022, 1:08 PM		Provider County Account

2. Clicking on an account brings up the **COUNTY HOME PAGE** whose default display will show multiple different tiles with a summary of the provider's information. Navigating using the tiles will show information associated only to the account you've selected including:
  - a. **Account Information:** The area at the top of the screen displays a summary of the provider's account information, with additional information shown on the **DETAILS** tab. Included in the **DETAILS** tab is the **PROVIDER ACCESS CODE** which is used by providers to grant access to the account to new users, or used by county staffs to give a provider access to their account.
  - b. **Provider Contracts:** This tile displays contract information for any current or past contracts the provider has entered with the county.
  - c. **Related Contacts:** This tile displays the name, email, and phone number for each individual (excluding county staff users) who has access to this provider account in the Energy Provider Portal.
  - d. **Pledge Payments:** This tile displays the most recent pledge payment records viewed for this provider.
  - e. **Provider Invoices:** This tile displays the most recent invoices viewed for this provider.



**NCDHHS Energy Provider Portal**

Account: **Steve's Propane**

Provider County: Wake | Primary Category: Heating / Cooling Vendor | Provider Status: Enrolled

**Welcome to the North Carolina Energy Provider Portal**

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

**Pledge Payments Requesting Invoices:**  
This Month: **2** Last Month: **3** [View All](#)

**Total Pledged This Year:**  
**\$517.00** [View All](#)

RELATED | DETAILS | PLEDGE PAYMENTS

**Provider Contracts (1)**

Provider Contract	Vendor Agreement Type	Contract Status	Start Date
PC-0423	Home Energy Supplier Agreement	Active	4/1/2022

- The next tab on the navigation bar is the **PROVIDER CONTRACTS** tab. The Provider Contracts tab is where you can search for and view vendor agreements from each provider with an account in the Energy Provider Portal. The Provider Contract record contains information about the type of vendor agreement, the start and end date of the vendor agreement, and the terms of service.

**Note:** Unlike the tiles on a **COUNTY HOME PAGE**, using the **NAVIGATION BAR** will display results from all the accounts.

**NCDHHS Energy Provider Portal**

Home | **Provider Contracts** | Pledge Payments | Provider Invoices | Help | My Profile

**Provider Contracts**  
All

50+ Items • Sorted by Provider Contract • Filtered by All provider contracts

Search this list...

	Provider Co...	Account Name	County	Vendor Agreement Type	Contract Status	Start Date	End Date
1	PC-0383	Lacey's Water Company	Durham	Water/Waste Water Service Agreement	Active	3/10/2022	3/9/2023
2	PC-0384	Lacey's Water Company	Graham	Water/Waste Water Service Agreement	Active	2/6/2022	2/5/2023
3	PC-0385	Lacey's Energy Company	Alamance	Water/Waste Water Service Agreement	Submitted	3/20/2022	3/19/2023
4	PC-0386	ABC Water Company	Alamance	Water/Waste Water Service Agreement	Submitted	3/18/2022	3/17/2023
5	PC-0387	ABC Water Company	Alexander	Water/Waste Water Service Agreement	Submitted	3/30/2022	3/29/2023
6	PC-0388	Lacey's Water Company	Jones	Water/Waste Water Service Agreement	Submitted	3/25/2022	3/24/2023



- The next tab on the navigation bar is the **PLEDGE PAYMENTS** tab. The Pledge Payments tab contains records of each individual payment allocation (the one-time dollar amount of assistance that has been approved) to be paid to the utility provider on behalf of an individual resident. In addition, each pledge payment record links to any corresponding Provider Invoice.

Pledge...	Account...	Account Holder's Name	Applicatio...	Pledge...	Energy Provider	County	Program T...	Payment Type	Created Date
1 PP-7876	23498234	Lionel Luther	110995713	\$400.00	Chad Smoke Test Heating3	Iredell	CIP	Regular	5/2/2022, 10:35 AM
2 PP-7880	345677	Energy PaymentTest01	110995968	\$450.00	Chad Smoke Test Heating3	Iredell	CIP	Regular	5/4/2022, 9:18 AM
3 PP-7883	55533333	Energy PaymentCancel01	110995969	\$500.00	Chad Smoke Test Water2	Iredell	NFPT3085	Regular	5/4/2022, 12:48 PM
4 PP-7884	2223334	Energy PaymentCancel01	110995969	\$475.00	Chad Smoke Test Heating3	Iredell	CIP	Regular	5/4/2022, 12:48 PM

- The next tab on the navigation bar is the **PROVIDER INVOICES** tab. The Provider Invoices tab is how you navigate to invoice records, which show the amount the utility provider is receives from the county for an individual’s utility usage as well as a link to the corresponding pledge payment record.

Provid...	Account	County	Customer Name	Current ...	Past Am...	Total Am...	Invoice Date	Program Ty...	Payment Type
1 PI-1018	Chad smoke test Water	Hyde	Peter Parker	\$700.00	\$0.00	\$700.00	6/20/2120	LIHWAP	Regular
2 PI-1019	Chad smoke test Water	Hyde	CIP Water	\$550.00	\$0.00	\$550.00	6/20/2120	LIHWAP	Regular
3 PI-1020	Chad smoke test Heating	Iredell	CIP Water	\$600.00	\$0.00	\$600.00	6/20/2120	CIP	Regular
4 PI-1021	Chad smoke test Water	Hyde	CIPWater Person	\$200.00	\$0.00	\$200.00	6/21/2120	LIHWAP	Regular
5 PI-1022	Chad smoke test Heating	Iredell	CIPWater Person	\$400.00	\$0.00	\$400.00	6/21/2120	CIP	Regular
6 PI-1023	Chad Smoke Test Heating3	Iredell	Energy PaymentTest01	\$450.00		\$450.00	5/4/2022	CIP	Regular
7 PI-1024	JTest01	Alamance	234234	\$65.00		\$65.00	5/5/2022	test	etst
8 PI-1025	JTest01	Alamance		\$333.00		\$333.00	5/5/2022		Regular

- The final tab on the navigation bar is the **HELP** tab. On this tab, you will see some answers to frequently asked questions, as well as a button where you can download this **JOB AID**.



The screenshot shows the NCDHHS website interface. At the top left is the NCDHHS logo. To its right is a search bar with the text 'Search...'. Below the logo and search bar is a navigation menu with the following items: Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. The 'Help' item is highlighted with a red rectangular box. Below the navigation menu, the page is divided into two columns. The left column is titled 'Energy Provider Portal Frequently Asked Questions' and contains six numbered questions with their respective answers. The right column is titled 'Job Aids' and contains a single button labeled 'Download Job Aid'.

### 3. Create & Submit A Provider Enrollment Application on Behalf of a Provider

Before taking part in a utility assistance program, providers must first submit a provider enrollment application for the counties where they are providing utilities, as well as submit a provider contract (vendor agreement) for the specific utility they wish to provide. After they submit an enrollment application via the Energy Provider Portal, a State Information Support user will be able to review and approve both the enrollment and the contract, which will allow them to begin submitting invoices to the county for North Carolina residents who receive utility assistance. As a county staff user, you may submit a provider enrollment application on behalf of a provider if they are unable to do so.

1. Navigate to the Energy Provider Portal at <https://energyproviderportal.nc.gov> and log in using your NCID.
2. From the **COUNTY STAFF HOME PAGE**, search for the account you desire to create to verify that it is not currently in the portal. You may search by **ACCOUNT NAME**, **PROVIDER STATUS**, **COUNTY**, or **FEIN/SSN**.



The screenshot shows the NCDHHS Energy Provider Portal. At the top, there is a search bar and a user profile icon. Below the navigation menu, a welcome message is displayed. A list of accounts is shown with columns for Account Name, Provider County, Primary Category, Provider Status, and NCFast Id. The 'Create Accounts' button is highlighted in red.

3. When you've verified that the provider's account is not currently in the system, select the **CREATE ACCOUNTS** button.

This screenshot is identical to the one above, showing the NCDHHS Energy Provider Portal. The 'Create Accounts' button is highlighted in red.

4. Enter in each field in the **CREATE NEW ACCOUNTS** pop-up window and verify that the information is accurate, then click **NEXT**.

- Provider / Company Name:** The name of the utility provider (40 characters or less).



**Note:** Do not add the name of the county to the Provider / Company Name field.

- b. **Billing Street:** The street address of the provider.
- c. **Billing City:** The city of the provider.
- d. **Billing Zip Code:** The zip code of the provider.
- e. **FEIN or SSN:** Select whether the provider uses an FEIN (Federal Employer Identification Number) or SSN (Social Security Number) to conduct business, then enter the nine-digit number into the field without dashes.

**Note:** A provider's FEIN or SSN may be associated to multiple Energy Provider Portal provider accounts because they may service multiple counties or provide multiple categories of utility to a county. In these instances, the accounts will be differentiated by the county and categories you select for the accounts.

- f. **Billing State:** The state of the provider.
- g. **Primary Category:** Indicates which category of utility the provider delivers.
- h. **Primary Fuel Type:** Indicates the type of fuel the provider delivers.

**Note:** This field only applies if the primary category is "Heating/Cooling" or "LTNC Heating/Cooling."

- i. **Provider County:** Select the county where utility services are provided.

**Note:** If a provider services multiple counties or multiple utility categories for one county, you must set up an Energy Provider Portal account for each county/category combination that they service. To do so, use the scroll bar in the **County** field to locate each serviced county. Select the county name and click the right arrow to choose that county. Repeat this process for each county until you have moved each county you want to have an Energy Provider Portal account for into the right column.

- j. **Email Address:** The email address at which the provider can be reached.
- k. **Web Address:** The utility provider website.

**Note:** This is an optional field, but if entered it must be 100 characters or less.

- l. **Phone Number:** The primary phone number for the provider to be contacted.



**Create New Accounts**

\* Provider / Company Name  
Larry's Lumber

\* Billing Street  
123 Main St

\* Billing City  
Raleigh

\* Billing Postal Code  
12345

\* Billing State  
NC

\* Choose FEIN or SSN  
 FEIN  
 SSN

\* FEIN/SSN  
111222121

\* Primary Category  
Heating / Cooling Vendor

\* Primary Fuel Type  
Wood

If you would like to create multiple accounts with the same enrollment details for multiple counties, you can select multiple options in the following field by holding the Control key and clicking.

\* Provider County  
Washington  
Watauga  
Wayne  
Wilkes  
Wilson  
Yadkin  
Wake

\* Email Address  
larrylumber@mailinator.com

Web Address

\* Phone Number  
1231231212

Next

5. The provider status for a created account is now **OPEN**.

**Note:** If a provider's account remains in **OPEN** status for 30 days, the email address entered will receive an email reminding you/them to submit the provider account for enrollment. Another reminder will be sent at 90 days. After 12 months in **OPEN** status, the account will close automatically.



**NCDHHS**  
Energy Provider Portal

Home Provider Contracts Pledge Payments Provider Invoices Help My Profile

Welcome To The North Carolina Energy Provider Portal [Create Accounts](#)

- As a DSS County User, you have access to all existing Accounts in the Provider Portal. Use the provider Search to Locate the desired Account(s).
- If the Provider Account has not yet been created Select 'Create Account' to create the Provider Account.
- From the County Home Page select 'Submit Provider Account' to submit the account for Enrollment as well as sign a One-Year Vendor Agreement.
- Once Enrolled, the Account will be eligible to receive Pledge Payments from NC Fast and generate Invoices.
- Vendor Agreements are eligible for renewal in the last month of the 1-year contract. County Users may upload Paper Vendor Agreements as well as close Active Contracts.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

Accounts  
Energy - All Provider Accounts ▾

1 Item • Sorted by Account Name • Filtered by All accounts - Account Record Type

Account Name ↑	Provider County	Primary Category	Provider Status	NCFast Id
1 Larry's Lumber	Wake	Heating / Cooling Vendor	Open	

- Click on the created account name from the **COUNTY STAFF HOME PAGE** to open up the account's **COUNTY HOME PAGE**. Click on the **SUBMIT PROVIDER ACCOUNT** button on the top right of the screen to submit the provider's enrollment application.

**NCDHHS**  
Energy Provider Portal

Home Provider Contracts Pledge Payments Provider Invoices Help My Profile

Account  
Larry's Lumber

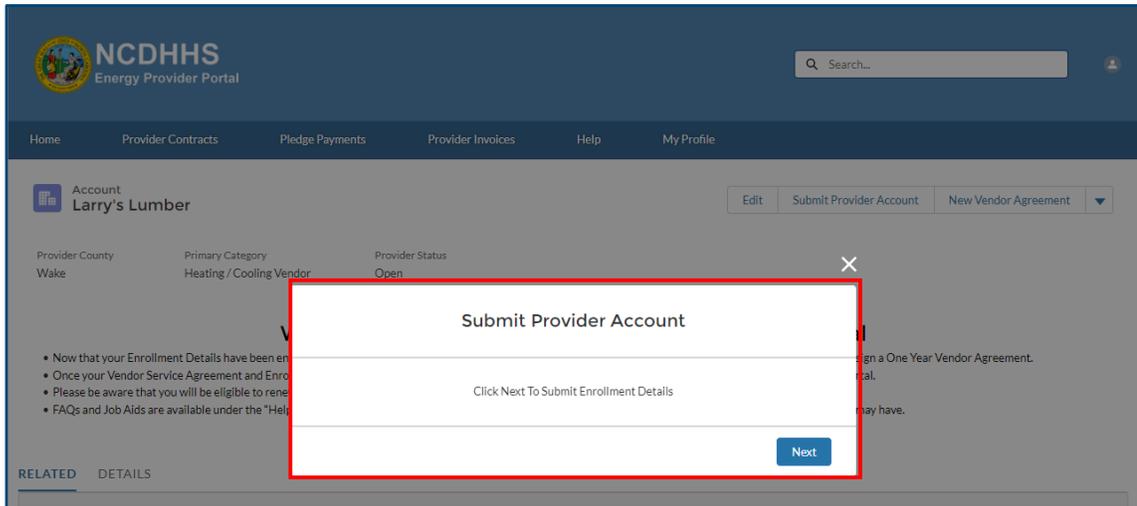
Edit [Submit Provider Account](#) New Vendor Agreement ▾

Provider County: Wake Primary Category: Heating / Cooling Vendor Provider Status: Open

Welcome To The North Carolina Energy Provider Portal

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

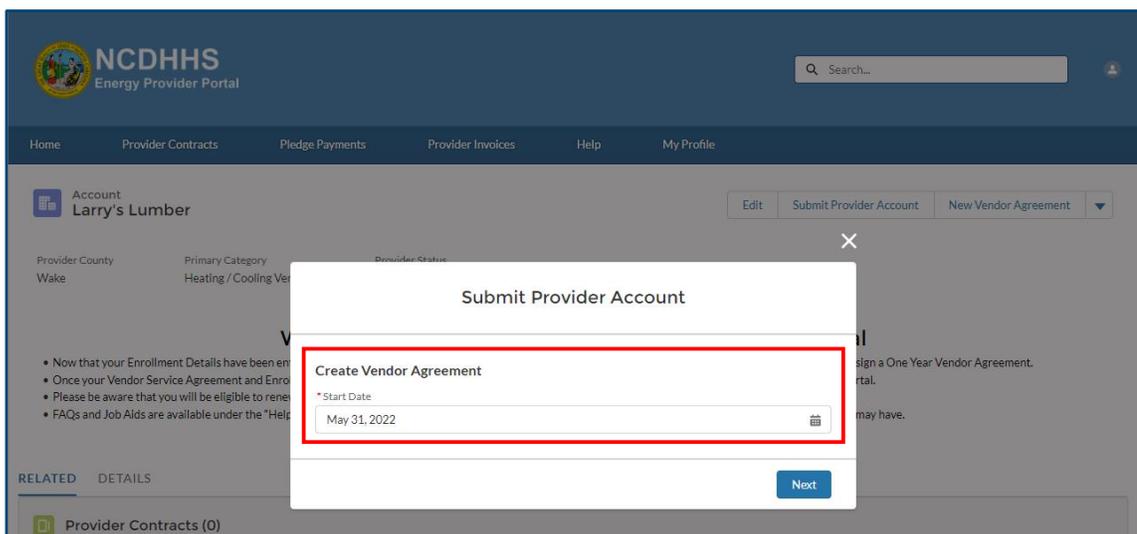
- A **SUBMIT PROVIDER ACCOUNT** pop-up window will appear. Click **NEXT** to submit the enrollment application.



8. Once you've submitted the provider's enrollment application, click **NEXT** again. You will immediately be prompted to submit a **PROVIDER CONTRACT** (vendor agreement). You must submit a provider contract for the provider's enrollment application to receive approval.
9. In the **SUBMIT PROVIDER ACCOUNT** pop-up window, enter the **START DATE** field, which represents the beginning of the utility provider's agreement with the county.

**Notes:** There are a few things to keep in mind when submitting the provider contract:

- The start date can be up to 30 days in the past from the date of submission.
- Each provider contract can be downloaded later as a PDF once active.





10. Read and review the terms and conditions of the vendor agreement with the county that is now displayed in the pop-up window.
11. Check the **I AM AWARE THAT I AM SIGNING THIS CONTRACT ON BEHALF OF THE LISTED PROVIDER** checkbox, as well as the **I AGREE TO THE TERMS & CONDITIONS** checkbox at the bottom of the screen and click **SUBMIT**.

**Submit Provider Account**

**Vendor Agreement - Terms & Conditions**  
Low Income Household Home Energy Assistance Program (LIHEAP)  
Heating and Cooling Vendor Agreement  
By and Between

Wake County Department of Social Services  
and  
Larrv's Lumber

The Wake County Department of Social Services and the undersigned Energy Provider hereby enter Into this Energy Provider Agreement to facilitate payment by the County Department to the Energy Provider of certain energy costs of eligible households and agree as follows:

The Energy Provider agrees to participate during the entire course of the 12 - month period from 2022 through May 30, 2023, unless this Agreement is terminated sooner as provided in this Agreement. This Agreement is part of the Low-Income Home Energy Assistance Program (LIHEAP), which includes, but is not limited to, the Crisis Intervention Program (CIP) and the Low-Income Energy Assistance Program (LIEAP). The County Department agrees to pay to the Energy Provider a pledge amount for each eligible household to receive LIHEAP assistance, and the Energy Provider agrees, as conditions of payment, to provide LIHEAP and the receipt of payment thereunder, to the following: The undersigned County Department of Social Services/Human Services (County DSS) will pay to the undersigned Energy Provider a portion of the home water or wastewater costs of households eligible for LIHEAP assistance. Payment amounts are determined by individual household needs. Eligible households are those that have a household income at or below the 150% Federal Poverty level and water service is disconnected, in jeopardy of disconnection, or have a current bill. Households that are eligible for LIHEAP assistance through the Low Income Household Water Assistance Program (LIHWAP), Supplemental Nutrition Assistance Program (SNAP), Food and Nutrition Services benefits (FNS) and Temporary Assistance for Needy Families (TANF) will automatically be eligible. The following variables will be used to determine the benefit amount: income, household size, household drinking water burden or household wastewater burden.

**Definitions:**

1. "Eligible Household" means a household whose qualifying member has applied for CIP and/or LIEAP and meets the eligibility criteria for these programs.
2. "Home Energy" shall include electricity, fuel oil, natural gas, coal, propane, wood, kerosene, or any other fuel used to heat or cool a residential dwelling.
3. "County Department" means the County Department of Social Services or Consolidated/Human Services Agency of a County (for the purposes hereof, when the County is so designated by the State, the Contractor may consider, interact, and deal with such County).
4. "Pledge Amount" means a promise to pay the costs agreed upon between the County Department and Energy Provider to alleviate the eligible household crises.

**Responsibility of the County Department of Social Services:**

1. Determine household eligibility as set forth by policy.
2. Advise the Energy Provider of the name, address, account number, if any, and amount pledged to the account of each eligible household.
3. Notify the Eligible Household of the pledge amount to be made on their behalf by the County to the Energy Provider.
4. For each Eligible Household, make timely payments to the Energy Provider of the portion of the Pledge Amount for credit to that Eligible Household's account for Home Energy supplied in accordance with the terms of this Agreement.

**Responsibility of the Energy Provider:**

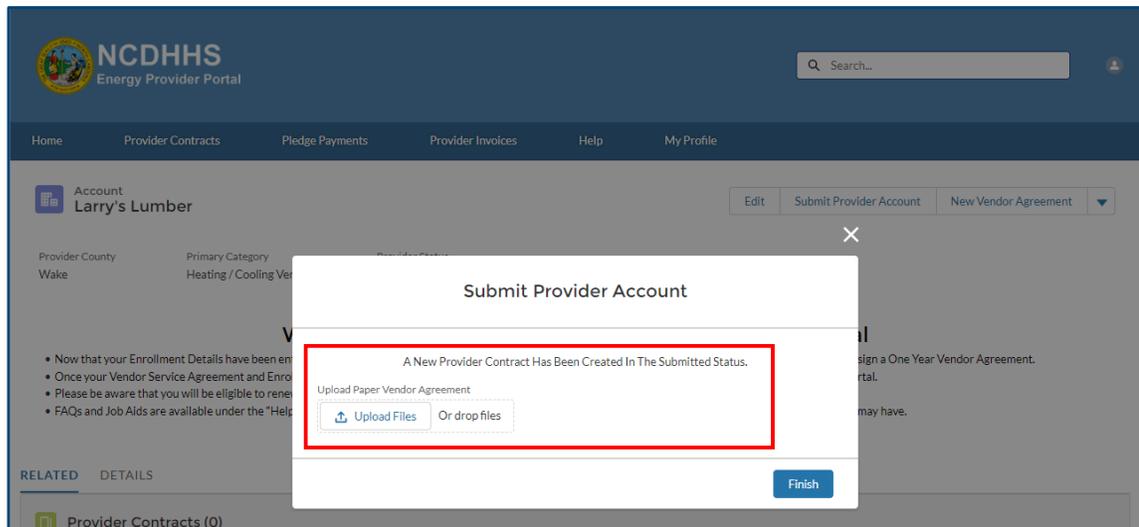
1. To collect from the Eligible Household, in the normal billing process, the difference between the actual cost of the Home Energy and the pledge amount paid by the County Department.
2. Follow established Energy Provider policies and procedures regarding notices of termination of service, refunds, and negotiating for the paying past due accounts.
3. The Energy Provider will NOT discriminate against any Eligible Household in any manner, including in the terms and conditions of sale, credit, delivery, or price, whether in cost of goods supplied or the service provided, due to a household's participation in CIP or LIEAP and/or any other nonfederal CIP funding.
4. Shall credit the entire amount to an Eligible Household's account immediately upon receipt of payment of the Pledge Amount, regardless of whether the payment results in a credit balance on the account.

I Am Aware That I Am Signing This Contract On Behalf Of The Listed Provider

I Agree To The Terms & Conditions

Previous **Submit**

12. If the contract you are submitting has a signed paper copy, scan the contract and upload the PDF from this screen by dragging and dropping the file from a folder, or clicking **UPLOAD FILES** and selecting the appropriate file. If you do not have a paper contract to upload, skip this step.



13. Click **FINISH**.

14. If the Contract Status is still in a **SUBMITTED** status (not yet activated by the State Information Support user), changes to the start date can still be made. Please see the [VIEW & EDIT PROVIDER CONTRACTS](#) section of this job aid for more information.

15. The provider enrollment application and vendor agreement will now wait for approval and activation from a State Information Support user. If the account is closed or rejected by the State Information Support user, you or the provider may go through the process again and re-submit the provider account for enrollment.

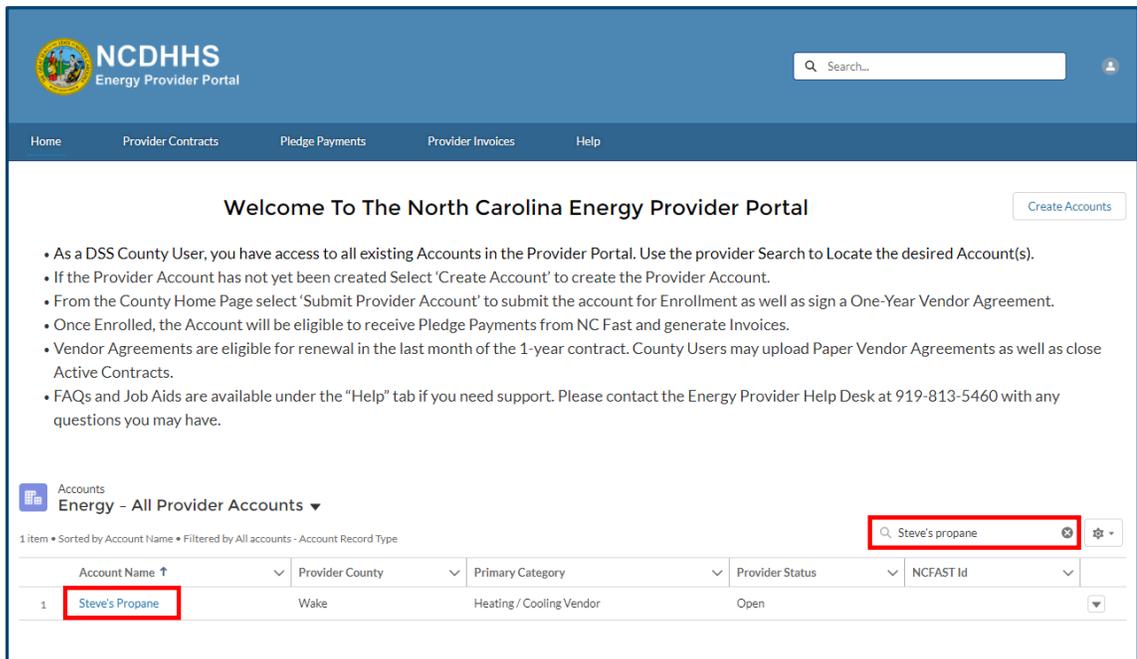
**Notes:** The email address entered during the account creation will receive several automated email reminders throughout the process including:

- When the enrollment application is submitted.
- When a State Information Support user updates the provider account to **ENROLLED** status.
- When a State Information Support user updates the provider account to **CLOSED** status.
- When a State Information Support user rejects the provider enrollment application.
- When an active contract is 30 days from expiring.
- When an active contract expires.

## 4. Update Provider Account Details

If you need to update the basic account information (e.g., contact information, account name, etc.) for a utility provider account, the change will not need to be re-approved by a State Information Support user. Certain fields will not be editable by you without calling the NC FAST Provider Support Center.

1. Log in to the Energy Provider Portal using your NCID.
2. Search for and select the provider account you wish to update.



**NCDHHS**  
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Home Provider Contracts Pledge Payments Provider Invoices Help

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Accounts  
Energy - All Provider Accounts ▾

1 item • Sorted by Account Name • Filtered by All accounts - Account Record Type

Account Name ↑	Provider County	Primary Category	Provider Status	NCFast Id
1 Steve's Propane	Wake	Heating / Cooling Vendor	Open	

3. At the top of the screen, click the **EDIT** button, or select the **DETAILS** tab and click on any pencil icon.

**Note:** Providers may have several accounts, so be sure to use the **PRIMARY CATEGORY** and **PROVIDER COUNTY** fields to verify that you are updating the intended account.



# NC FAST

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The screenshot shows the NCDHHS Energy Provider Portal interface. At the top, there is a search bar and navigation tabs for Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. The main content area displays account information for 'Steve's Propane', including fields for Provider County (Wake), Primary Category (Heating / Cooling Vendor), and Provider Status (Enrolled). A red box highlights the 'Edit' button. Below this, there is a welcome message and a summary of Pledge Payments Requesting Invoices (This Month: 2, Last Month: 3) and Total Pledged This Year (\$517.00). A 'RELATED' section is active, showing a table of Provider Contracts (1).

Provider Contract	Vendor Agreement Type	Contract Status	Start Date
PC-0423	Home Energy Supplier Agreement	Active	4/1/2022

4. Make any necessary changes and click **SAVE**.

**Notes:** There are several important notes regarding when you can update fields:

- If the **PROVIDER STATUS** field shows that the provider enrollment application is still in **OPEN** status, you will be able to edit any field except for **PROVIDER ACCESS CODE**.
- If the **PROVIDER STATUS** field shows that the provider enrollment application is in **SUBMITTED** status, you will not be able to update **PROVIDER ACCESS CODE**, **PRIMARY CATEGORY**, or **PRIMARY FUEL TYPE**.
- If the **PROVIDER STATUS** field shows that the provider enrollment application is in **SUBMITTED** status, and you attempt to update the **COUNTY** field to a value that would result in a duplicate account (e.g., updating an account from Durham County to Wake County when the provider already has an existing Wake County account) you will receive an error.
- If the enrollment application has already been approved, and the **PROVIDER STATUS** shows as **ENROLLED**, then you will not be able to edit the **PROVIDER ACCESS CODE**, **PRIMARY CATEGORY**, **PRIMARY FUEL TYPE**, **SSN**, **FEIN**, or **COUNTY** fields. To make edits to any of those fields once enrolled, you will need to contact the NC FAST Provider Support Center at 919-813-5460.



**Edit Steve's Propane**

\*Account Name: Steve's Propane

Enrollment Start Date: 4/15/2022

Enrollment End Date:

\*Primary Contact: Steve DiGangio

\*Email Address: stevespropane@mailinator.com

Website:

\*Phone: 1112229919

\*Primary Category: Heating / Cooling Vendor

\*Primary Fuel Type:

Available: Coal, Electricity, Fuel Oil, Kerosene

Chosen: LP Gas

FEIN: 111222330

SSN:

Buttons: Cancel, Save & New, Save

5. A green success banner will appear at the top of the screen, letting you know that the change was successfully made.

Account "Steve's Propane" was saved.

Account: Steve's Propane

Provider County: Wake

Primary Category: Heating / Cooling Vendor

Provider Status: Enrolled

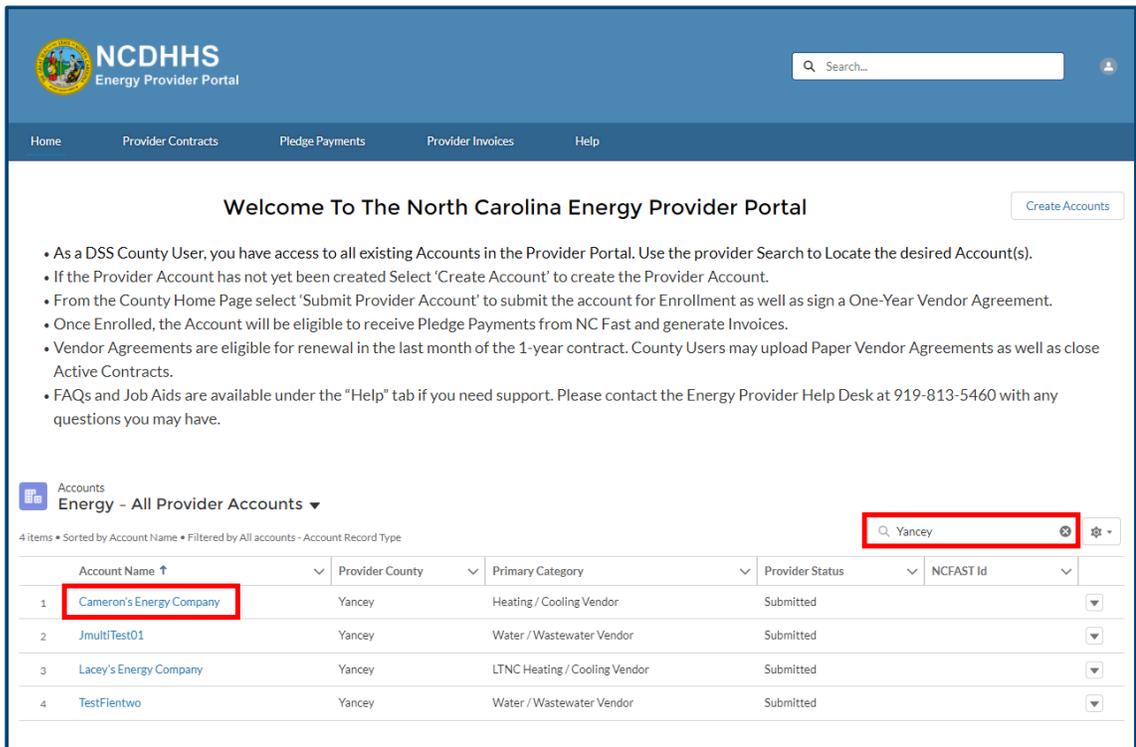
**Welcome to the North Carolina Energy Provider Portal**

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

## 5. Create New Provider Contract (Vendor Agreement)

You may need to create and submit a new contract (vendor agreement) for approval on behalf of a provider, specifically if the provider’s existing contract is set to expire or is closed by the county.

1. Log in to the Energy Provider Portal using your NCID.
2. Search for and select the provider account you wish to update.



**NCDHHS**  
Energy Provider Portal

Home    Provider Contracts    Pledge Payments    Provider Invoices    Help

Welcome To The North Carolina Energy Provider Portal Create Accounts

- As a DSS County User, you have access to all existing Accounts in the Provider Portal. Use the provider Search to Locate the desired Account(s).
- If the Provider Account has not yet been created Select 'Create Account' to create the Provider Account.
- From the County Home Page select 'Submit Provider Account' to submit the account for Enrollment as well as sign a One-Year Vendor Agreement.
- Once Enrolled, the Account will be eligible to receive Pledge Payments from NC Fast and generate Invoices.
- Vendor Agreements are eligible for renewal in the last month of the 1-year contract. County Users may upload Paper Vendor Agreements as well as close Active Contracts.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

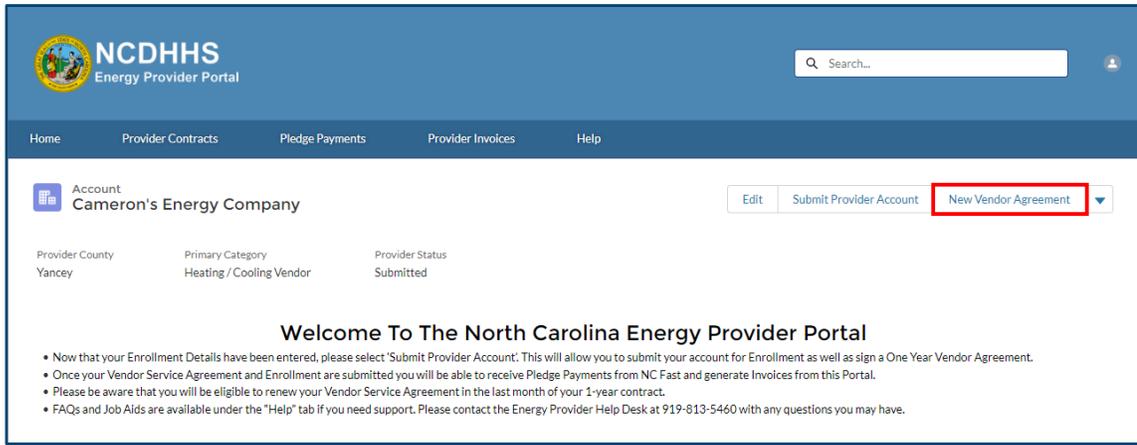
Accounts  
Energy - All Provider Accounts ▼

4 items • Sorted by Account Name • Filtered by All accounts - Account Record Type

	Account Name ↑	Provider County	Primary Category	Provider Status	NCFast Id
1	Cameron's Energy Company	Yancey	Heating / Cooling Vendor	Submitted	
2	JmultiTest01	Yancey	Water / Wastewater Vendor	Submitted	
3	Lacey's Energy Company	Yancey	LTNC Heating / Cooling Vendor	Submitted	
4	TestFlentwo	Yancey	Water / Wastewater Vendor	Submitted	

3. Click the **NEW VENDOR AGREEMENT** button on the top right of the screen.

**Note:** If the contract is active and is more than 30 days from expiring, you will not be able to submit a new vendor agreement.

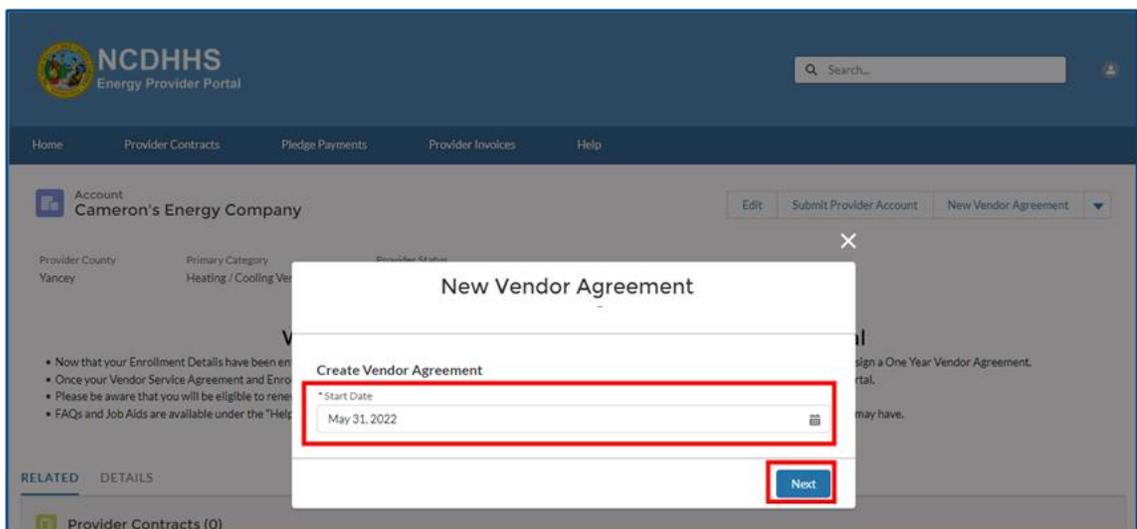


4. You will see a **NEW VENDOR AGREEMENT** pop-up window appear.

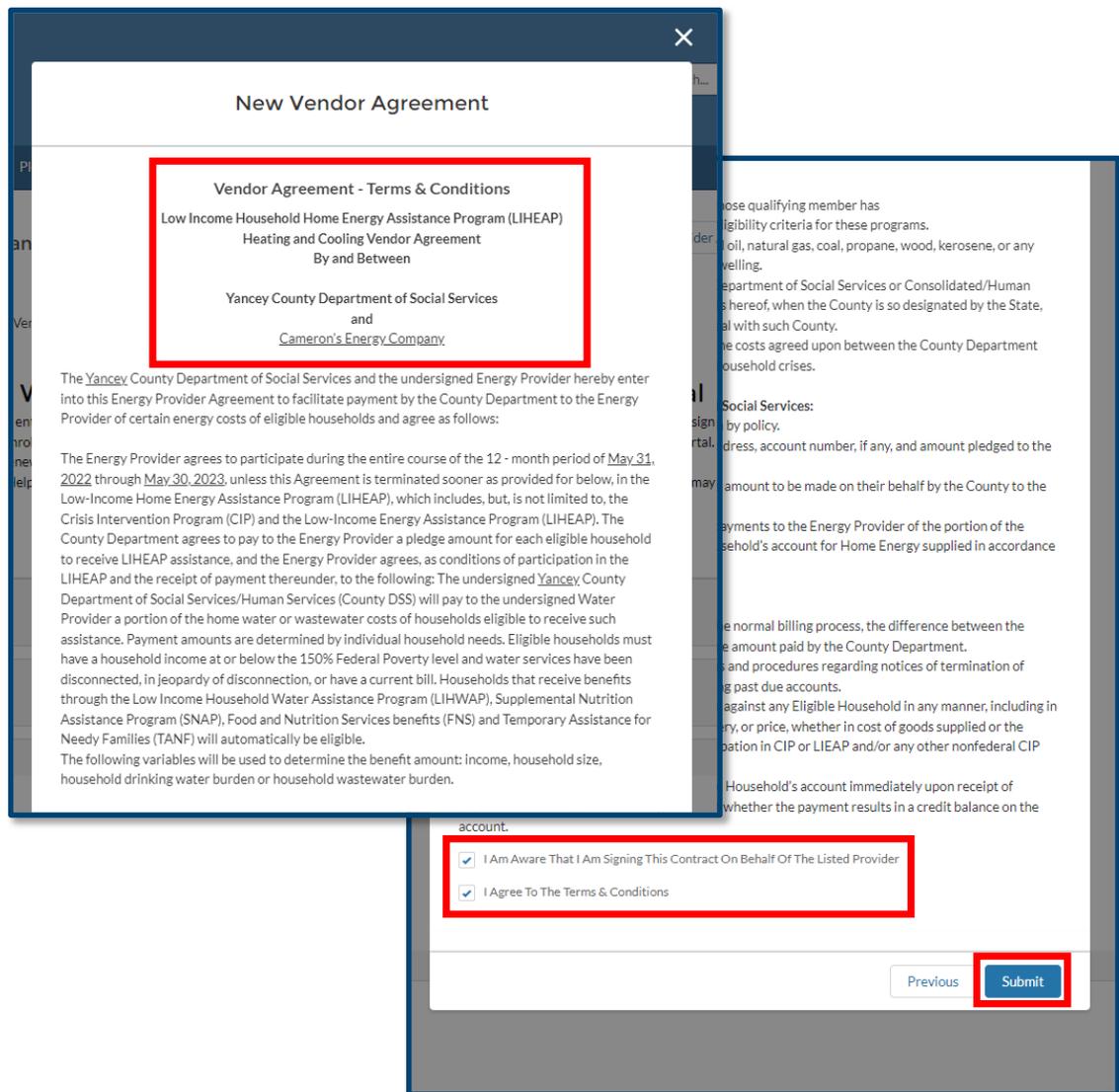
5. Enter the **START DATE** and click **NEXT**.

**Notes:** There are several factors to keep in mind with contract dates:

- You must be within 30 days of the existing contract's expiration date before submitting a new provider contract.
- The start date can only be 30 days or fewer in the past, and provider contracts are defaulted to 12 months.
- If a contract already exists for the account for the 12-month period starting on the entered start date, you will receive an error message.
- If a contract remains expired for 12 months, the provider account will be automatically closed.



6. Read and review the terms and conditions of the vendor's agreement with the county.
7. Check the **I AM AWARE THAT I AM SIGNING THIS CONTRACT ON BEHALF OF THE LISTED PROVIDER** checkbox, as well as the **I AGREE TO THE TERMS & CONDITIONS** checkbox at the bottom of the screen and click **SUBMIT**.



**New Vendor Agreement**

**Vendor Agreement - Terms & Conditions**  
Low Income Household Home Energy Assistance Program (LIHEAP)  
Heating and Cooling Vendor Agreement  
By and Between

Yancey County Department of Social Services  
and  
Cameron's Energy Company

The Yancey County Department of Social Services and the undersigned Energy Provider hereby enter into this Energy Provider Agreement to facilitate payment by the County Department to the Energy Provider of certain energy costs of eligible households and agree as follows:

The Energy Provider agrees to participate during the entire course of the 12 - month period of May 31, 2022 through May 30, 2023, unless this Agreement is terminated sooner as provided for below, in the Low-Income Home Energy Assistance Program (LIHEAP), which includes, but, is not limited to, the Crisis Intervention Program (CIP) and the Low-Income Energy Assistance Program (LIEAP). The County Department agrees to pay to the Energy Provider a pledge amount for each eligible household to receive LIHEAP assistance, and the Energy Provider agrees, as conditions of participation in the LIHEAP and the receipt of payment thereunder, to the following: The undersigned Yancey County Department of Social Services/Human Services (County DSS) will pay to the undersigned Water Provider a portion of the home water or wastewater costs of households eligible to receive such assistance. Payment amounts are determined by individual household needs. Eligible households must have a household income at or below the 150% Federal Poverty level and water services have been disconnected, in jeopardy of disconnection, or have a current bill. Households that receive benefits through the Low Income Household Water Assistance Program (LIHWAP), Supplemental Nutrition Assistance Program (SNAP), Food and Nutrition Services benefits (FNS) and Temporary Assistance for Needy Families (TANF) will automatically be eligible.

The following variables will be used to determine the benefit amount: income, household size, household drinking water burden or household wastewater burden.

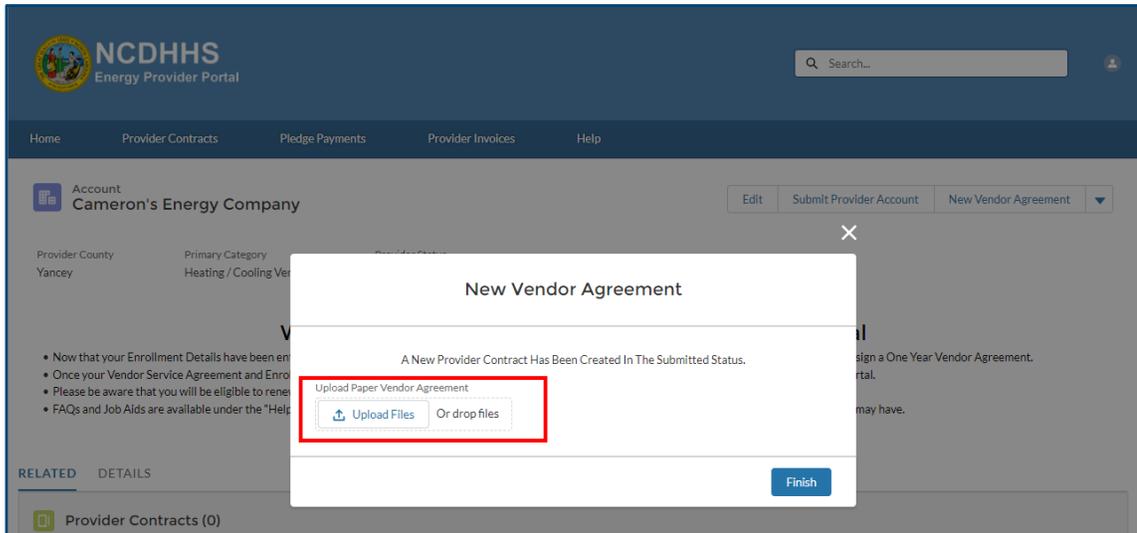
account.

I Am Aware That I Am Signing This Contract On Behalf Of The Listed Provider

I Agree To The Terms & Conditions

Previous **Submit**

8. If the contract you are submitting has a signed paper copy, scan the contract and upload the PDF from this screen by dragging and dropping the file from a folder, or clicking **UPLOAD FILES** and selecting the appropriate file. If you do not have a paper contract to upload, skip this step.



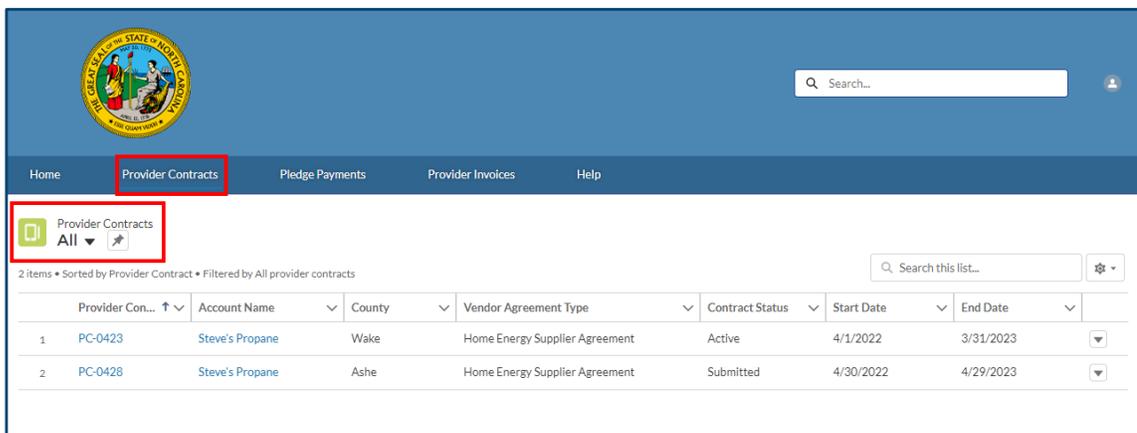
9. Click **FINISH**.

10. If a paper copy of the contract was uploaded, the file will be visible from the contract record.

## 6. View & Edit Provider Contracts

At any point, you may navigate to the **PROVIDER CONTRACTS** tab to review any past or present contracts.

1. Log in to the Energy Provider Portal using your NCID.
2. Navigate to the **PROVIDER CONTRACTS** tab.





3. The default list view will show the most recent provider contracts that you have viewed.
4. From here, you may select a different list view by clicking the dropdown arrow and choosing a different list view.

**Note:** After selecting a different list view, you can make that your default list view by clicking on the push pin icon.

5. Find the desired provider contract. You may search the list of provider contracts by using the search bar at the top right of the screen.

**Note:** You cannot search by account name, start date, end date, or county. You can search by provider contract number, contract status, or vendor agreement type.

The screenshot shows the 'Provider Contracts' page in the NC FAST system. At the top, there is a navigation bar with 'Home', 'Provider Contracts', 'Pledge Payments', 'Provider Invoices', and 'Help'. Below this is a search bar with the text '0428' entered. The main content area shows a table of provider contracts. The table has columns for 'Provider Con...', 'Account Name', 'County', 'Vendor Agreement Type', 'Contract Status', 'Start Date', and 'End Date'. The first row of the table is highlighted, and the value 'PC-0428' in the 'Provider Con...' column is circled in red. The search bar at the top right is also circled in red.

Provider Con...	Account Name	County	Vendor Agreement Type	Contract Status	Start Date	End Date
PC-0428	Steve's Propane	Ashe	Home Energy Supplier Agreement	Submitted	4/30/2022	4/29/2023

6. Click on the provider contract to view the following information:
  - a. **Provider Contract:** The system-generated record number for the Provider Contract.
  - b. **Account Name:** The name of the utility provider.
  - c. **Utility Service Provided:** The utility assistance program of the contract.
  - d. **Vendor Agreement Type:** The type of agreement for the contract.
  - e. **Start Date:** The beginning of the utility provider's agreement with the county.
  - f. **End Date:** The final date of the utility provider's agreement with the county.
  - g. **Contract Status:** This field indicates whether the contract is currently submitted, activated, closed, or expired. When the contract reaches the end date, the contract status will automatically update to a status of **EXPIRED**.
  - h. **Contact:** Additional information shown includes the county, mailing address, zip code, phone number, and FEIN/SSN of the provider.



- i. **Download as PDF:** This button is a downloadable PDF of the Terms & Conditions the provider agreed to when creating the new vendor agreement. Depending on your computer settings, this may open a new tab in your browser or begin a download to your Downloads folder. If a provider signed multiple contracts simultaneously, each will have its own unique PDF.

**Note:** Only contracts that are active may be downloaded.

- j. **Files:** If a PDF of a contract was uploaded when submitting the vendor agreement, the uploaded file will be visible here.

The screenshot shows the NC FAST web application interface. At the top left is the state seal of North Carolina. A search bar is located at the top right. Below the navigation menu, the main content area displays details for a provider contract. A red box highlights the 'Download as PDF' button in the top right corner of the contract details section. Another red box highlights a detailed contract information table below the summary.

Account Name	Start Date	End Date	Contract Status
<a href="#">Steve's Propane</a>	4/30/2022	4/29/2023	Submitted

Provider Contract	Start Date
PC-0428	4/30/2022
Account Name	End Date
<a href="#">Steve's Propane</a>	4/29/2023
Utility Service Provided	Contract Status
LIHEAP	Submitted
Vendor Agreement Type	
Home Energy Supplier Agreement	

7. If the provider contract shows a contract status of **SUBMITTED**, you may edit the vendor agreement by clicking on any **PENCIL** icon.

**Note:** If the provider contract is already active, you cannot make any edits. The only change you can make is to manually close the contract by updating the **CONTRACT STATUS** field to **CLOSED**. Once a contract is closed, you may re-submit a new contract on behalf of the provider with the corrected information.

8. Make any necessary edits to the provider's contract and click **SAVE**.

**Note:** You can only edit the **START DATE** field.



The screenshot shows the NC FAST web application interface. At the top, there is a search bar and a navigation menu with options: Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. The main content area displays a 'Provider Contract' form for PC-0428. The form includes a 'Download as PDF' button and a table of contract details:

Account Name	Start Date	End Date	Contract Status
Steve's Propane	4/30/2022	4/29/2023	Submitted

Below the table, there is a detailed view of the contract with a red box around the 'Start Date' field, which is currently set to '5/1/2022'. Other fields include 'End Date' (4/29/2023), 'Contract Status' (Submitted), 'Utility Service Provided' (LIHEAP), 'Vendor Agreement Type' (Home Energy Supplier Agreement), 'County' (Ashe), and 'Mailing Address' (123 Main St, Raleigh, NC 27609). At the bottom of the form, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a red box.

9. Confirm that the edit is reflected in the provider contract.

## 7. View Pledge Payments & Generate Invoices

When a North Carolina resident applies for and is accepted into a utility assistance program through NC FAST, the government determines and allocates a pledge payment amount, which is then sent to the Energy Provider Portal as a non-editable record. The pledge payment record will be associated to the servicing provider as well as the resident who receives assistance. You may then use that pledge payment to generate and submit one invoice on behalf of the provider.

Utility providers are encouraged to submit invoices via the Energy Provider Portal but it is not a requirement. They will still receive funds for any assistance application that is approved. If a provider (or you on behalf of a provider) ever submit an invoice where the invoiced amount does not match the pledged amount (e.g., an overpayment or underpayment) the county caseworker who initially approved the pledge amount in NC FAST will investigate the invoice and take corrective action.

1. Log in to the Energy Provider Portal using your NCID.



2. Navigate to the **PLEDGE PAYMENTS** tab from the navigation bar to view pledge payments for all accounts.

	Pledged ...	Accou...	Account Hol...	Applic...	Pledge...	Energy Provider	County	Payme...	Progra...	Created Date
1	PP-7636	123	Bruce Wayne	234	\$225.00	Steve's Propane	Wake			4/15/2022, 2:15 PM
2	PP-7638	345	Steve Rogers	456	\$150.00	Steve's Propane	Wake			4/15/2022, 2:16 PM
3	PP-7640	567	Diana Prince	678	\$200.00	Steve's Propane	Wake			4/15/2022, 2:17 PM

3. The default list view will show the most recent pledge payment records that you have viewed.
4. From here, you may select a different list view by clicking the dropdown arrow and choosing a different list view. To make it easy to identify any pledge payments that still do not have a corresponding invoice yet, there is a list view titled, **PLEDGE PAYMENTS REQUESTING INVOICES** that you may use to view only those pledge payments.

**Note:** After selecting a different list view, you can make that your default list view by clicking on the push pin icon.

5. You may also search the list of pledge payment records by using the search bar at the top right of the screen.

**Note:** Any pledge payment that is cancelled via a manual process in NC FAST will not appear in the Energy Provider Portal. If you have further questions about why a pledge payment is no longer visible in the Energy Provider Portal, please contact the NC FAST Provider Support Center.

6. Find the desired pledge payment record, either by account holder's name, account number, application reference number, program type, payment type, or payment status.

**Note:** Since residents must apply for assistance on a per-bill basis, it is possible to see multiple results when searching for an individual if they have been approved for assistance more than once.



Home Provider Contracts Pledge Payments Provider Invoices Help

Pledge Payments Recently Viewed

1 item

Search: Steve Rogers

	Pledged P...	Accou...	Account Hol...	Applic...	Pledge...	Energy Provider	County	Payme...	Progra...	Created Date
1	PP-7638	345	Steve Rogers	456	\$150.00	Steve's Propane	Wake			4/15/2022, 2:16 PM

- Alternatively, you may search for a provider’s account from the **COUNTY STAFF HOME PAGE**, open the **COUNTY HOME PAGE**, and select **VIEW ALL** from the pledge payment tile to view pledge payments. Selecting **PLEDGE PAYMENTS REQUESTING INVOICES** will take you to the Pledge Payments tab on the list view titled, **PLEDGE PAYMENTS REQUESTING INVOICES**, therefore showing you pledge payment records across all accounts. Selecting **TOTAL PLEDGED THIS YEAR** or the **PLEDGE PAYMENTS** sub-tab will show all pledge payment records for just this one account, but it will include those that already have an associated invoice.

NCDHHS Energy Provider Portal

Home Provider Contracts Pledge Payments Provider Invoices Help

Account Steve's Propane

Edit Submit Provider Account New Vendor Agreement

Provider County: Wake Primary Category: Heating / Cooling Vendor Provider Status: Enrolled

Welcome to the North Carolina Energy Provider Portal

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

Pledge Payments Requesting Invoices: This Month: 2 Last Month: 3 View All

Total Pledged This Year: \$517.00 View All

RELATED DETAILS PLEDGE PAYMENTS

Provider Contracts (1)

Provider Contract	Vendor Agreement Type	Contract Status	Start Date
PC-0423	Home Energy Supplier Agreement	Active	4/1/2022



8. Click on the desired pledge payment record to view the following information:
  - a. **Energy Provider:** The provider account who services the individual's utilities.
  - b. **County:** The county where the service is provided.
  - c. **Account Number:** The unique identifier of the North Carolina resident's utility assistance account.
  - d. **Account Holder's Name:** The North Carolina resident who is receiving utility assistance.
  - e. **Application Date:** The date the resident applied for assistance.
  - f. **Application Reference:** The unique identifier that corresponds to the individual's application for utility assistance.
  - g. **Pledged Amount:** The maximum dollar amount of one-time assistance that has been approved by the government.
  - h. **Program Type:** The program (e.g., Crisis Intervention Program, Low-Income Housing Water Assistance Program, etc.) from where the funds are being drawn for the payment.
  - i. **Payment Type:** The category of payment being made.
    - i. Regular: A standard Pledge Payment.
    - ii. Underpayment: Additional funds paid to the provider to cover the difference between pledged amount and invoiced amount.
    - iii. Overpayment: A return of funds to the county to cover the difference between pledged amount and invoiced amount.
    - iv. Supplement: Additional disbursement of funds from remaining program amount.
  - j. **Payment Status:** The current standing of the payment being made from the county to the provider.
    - i. Payment Request Pending: The pledge has been created.
    - ii. Payment Pending: The payment was submitted in NC FAST.
    - iii. Payment Issued: Check has been disbursed.
    - iv. Payment Canceled: Payment will not be issued.
  - k. **Payment Reference:** An auto-generated unique identifier for the one-time payment associated to this pledge payment.
  - l. **Payment Issue Date:** The date the payment was issued by the county.



The screenshot displays the NC FAST web application interface. At the top left is the state seal of North Carolina. A search bar is located in the top right. Below the header is a navigation menu with tabs for Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. The main content area shows a 'Pledge Payment' record for 'Steve Rogers', which is highlighted with a red box. To the right of this record is a 'New Provider Invoice' button. Below the record, there are two columns of details:

Account Number	Application Reference	Pledged Amount
345	456	\$150.00

Energy Provider <a href="#">Steve's Propane</a>	Account Number 345
Account Holder's Name Steve Rogers	Application Reference 456
Application Date 4/15/2022	Pledged Amount \$150.00
County Wake	

9. To create an invoice, first scroll down and verify that there are no existing invoices associated to this pledge payment record, then click the **NEW PROVIDER INVOICE** button in the top right corner of the screen.

**Note:** When creating invoices, there are several notes to keep in mind:

- You cannot create an invoice on a pledge payment with a payment type of **UNDERPAYMENT, OVERPAYMENT, or SUPPLEMENT**.
- It is also possible for you to generate a new invoice for a resident by selecting **NEW** from the **PROVIDER INVOICES** tab, or from the **PROVIDER INVOICES** section of the **COUNTY HOME PAGE**. If you generate an invoice through those methods, you will need to manually enter which pledge payment record the invoice will be associated to.



The screenshot displays the 'Pledge Payment' page for Steve Rogers. The page header includes the NC FAST logo and a search bar. The navigation bar contains 'Home', 'Provider Contracts', 'Pledge Payments', 'Provider Invoices', and 'Help'. The main content area shows the following details:

Account Number	Application Reference	Pledged Amount
345	456	\$150.00

Energy Provider: [Steve's Propane](#)

Account Number: 345

Account Holder's Name: Steve Rogers

Application Reference: 456

Application Date: 4/15/2022

Pledged Amount: \$150.00

County: Wake

**Payment Details**

Program Type: CIP

Payment Type: Regular

Payment Status: Pledge Payment Issued

Payment Reference: 12345

Payment Issue Date: 5/13/2022

Created By: Jared Alwyn , 4/15/2022, 2:16 PM

Last Modified By: Jared Alwyn , 4/15/2022, 2:16 PM

**Provider Invoices (0)**

10. In the pop-up window enter the correct information into the fields:

- Account:** The Energy Provider who is servicing the resident's utilities. This will auto-populate to the appropriate account within the Energy Provider Portal.
- Current Amount Due:** Amount of money currently due for the resident's utility usage.
- Pledge Payments:** A hyperlink to the pledge payment record that is associated to this invoice record. When you begin to generate the invoice from the pledge payment record, this field will be auto-populated with the associated pledge payment.

**Note:** Residents apply for assistance on a per-bill basis, meaning that each pledge payment should have only **ONE** invoice associated to it.



- d. **Invoice Date:** The billing date from the provider.
  - e. **Service Address:** The home address where the resident receives utility assistance.
  - f. **Service City:** The city where the resident receives utility assistance.
  - g. **Service State:** The state where the resident receives utility assistance (North Carolina).
  - h. **Service Zip Code:** The zip code where the resident receives utility assistance.
11. Click **SAVE**.

reference

### New Provider Invoice

Account  
Steve's Propane

\* Current Amount Due  
\$150

\* Invoice Date  
May 1, 2022

Pledge Payments  
PP-7638

\* Service Address  
123 Eagle Way

\* Service State  
NC

\* Service City  
Raleigh

\* Service Zip Code  
1235

Next

12. A green success banner will appear at the top of the screen, letting you know that the invoice was successfully generated for that pledge payment.



## 8. Underpayments & Overpayments

If a pledged amount is less than or more than the invoiced amount, you will be able to indicate and track the differences via separate pledge payment records.

1. Log in to the Energy Provider Portal using your NCID.
2. Navigate to the **PLEDGE PAYMENTS** tab.
3. Open the pledge payment record that shows an invoice amount of less than or more than the pledged amount.
4. Note the **APPLICATION REFERENCE NUMBER** of the resident.

**Pledge Payment**  
Steve Rogers New Provider Invoice

Account Number	Application Reference	Pledged Amount
345	456	\$150.00

Energy Provider: [Steve's Propane](#) Account Number: 345  
Account Holder's Name: Steve Rogers Application Reference: 456  
Application Date: 4/15/2022 Pledged Amount: \$150.00  
County: Wake

**Payment Details**

Program Type	LIEAP
Payment Type	Regular
Payment Status	Payment Request Pending
Payment Reference	P7459886
Payment Issue Date	

Created By: [Jared Alwyn](#), 4/15/2022, 2:16 PM Last Modified By: [Jared Alwyn](#), 4/15/2022, 2:16 PM

Provider Invoice	Account	Current Amount Due	Past Amount Due
<a href="#">PI-0946</a>	Steve's Propane	\$200.00	

[View All](#)

5. Navigate back to the **PLEDGE PAYMENTS** tab and search for the **APPLICATION REFERENCE NUMBER** of the resident's original pledge payment record.
6. You will see each pledge payment associated to that resident's application. After you or the provider submitted the invoice with a different amount than the pledge



payment, the county caseworker who created the initial pledge payment will take corrective action in NC FAST. There will then be a new pledge payment record for that resident, utilizing the same **APPLICATION REFERENCE NUMBER**.

	Pledged Pa...	Account...	Account Hold...	Applicatio...	Pledged ...	Energy Provider	County	Payment...	Program...	Created Date
1	PP-7655	345	Steve Rogers	456	\$ 50.00	Steve's Propane	Wake	Underpaym...		5/6/2022, 4:09 PM
2	PP-7638	345	Steve Rogers	456	\$150.00	Steve's Propane	Wake			4/15/2022, 2:16 PM

7. If the original invoice was an underpayment (the provider received too little money) you will see a pledged amount for the difference between the original pledge amount and what you invoiced, as well as a **PAYMENT TYPE** of **UNDERPAYMENT**. If the original invoice was an overpayment (the provider received too much money), you will see the pledged amount, and a **PAYMENT TYPE** of **OVERPAYMENT**. The pledge amount will still appear as a positive value, but the **PAYMENT TYPE** of **OVERPAYMENT** indicates that the money is given from the provider back to the county.



The screenshot displays the Energy Provider Portal interface. At the top, there is a search bar and a user profile icon. Below the navigation bar, the main content area shows a pledge payment record for Steve Rogers. The record includes the following details:

Account Number	Application Reference	Pledged Amount
2343424	456	\$50.00

Additional details for the account holder, Steve Rogers, are listed below:

Energy Provider	Account Number
Steve's Propane	345

Account Holder's Name: Steve Rogers

Application Date: 5/6/2022

County: Wake

Payment Details:

Payment Type	Payment Status	Payment Issued	Payment Reference	Payment Issue Date
Underpayment				5/6/2022

8. No action is required from providers in the Energy Provider Portal for a pledge payment record with a payment type of **OVERPAYMENT** or **UNDERPAYMENT**.

## 9. Locate, Review, & Edit Invoices

In some cases, you may need to locate, review, and edit an invoice for a specific resident.

1. Log in to the Energy Provider Portal using your NCID.
2. Navigate to the **PROVIDER INVOICES** tab.



The screenshot shows the 'Provider Invoices' page in the NC FAST system. The 'Provider Invoices' menu item is highlighted with a red box. The page displays a table with two invoice records:

	Provide...	Account	County	Customer Name	Current A...	Pa...	Total Amo...	Invoice Date	Program ...	Payment ...
1	PI-0931	Steve's Propane	Wake	Bruce Wayne	\$225.00	\$0.00	\$225.00	4/21/2022		
2	PI-0946	Steve's Propane	Wake	Steve Rogers	\$150.00		\$150.00	5/1/2022		

3. The default list view will show the most recent invoice records that you have viewed.
4. From here, you may select a different list view by clicking the dropdown arrow and choosing a different list view.

**Note:** After selecting a different list view, you can make that your default list view by clicking on the push pin icon.

5. You may also search the list of invoice records by using the search bar at the top right of the screen.
6. Find the desired invoice record.

**Note:** You cannot search by current amount due, customer name, county, or account name. You can search by customer address, zip code, or the invoice record number.

The screenshot shows the 'Provider Invoices' page with a search bar at the top right containing the text '123 Eagle Way'. The search results show one item, with the invoice ID 'PI-0946' highlighted by a red box:

	Provide...	Account	County	Customer Name	Current A...	Pa...	Total Amo...	Invoice Date	Program ...	Payment ...
1	PI-0946	Steve's Propane	Wake	Steve Rogers	\$150.00		\$150.00	5/1/2022		

7. Alternatively, you may search for a provider's account from the **COUNTY STAFF HOME PAGE**, then open the **COUNTY HOME PAGE**, and select **VIEW ALL** from the provider invoice tile to view all the invoices specific to that one provider's account.



NCDHHS  
Energy Provider Portal

Search...

Home
Provider Contracts
Pledge Payments
Provider Invoices
Help

Account  
Steve's Propane

Edit
Submit Provider Account
New Vendor Agreement

Provider County  
Wake

Primary Category  
Heating / Cooling Vendor

Provider Status  
Enrolled

### Welcome to the North Carolina Energy Provider Portal

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

**Pledge Payments Requesting Invoices:**

This Month: **2** Last Month: **3**

View All

**Total Pledged This Year:**

**\$517.00**

View All

RELATED
DETAILS
PLEDGE PAYMENTS

Provider Contracts (1)

Provider Contract	Vendor Agreement Type	Contract Status	Start Date
<a href="#">PC-0423</a>	Home Energy Supplier Agreement	Active	4/1/2022

View All

Related Contacts (1)

Contact Name	Email	Phone
Steve DiGangio	<a href="mailto:steven.j.digangi_acn@dhhs.nc.gov">steven.j.digangi_acn@dhhs.nc.gov</a>	

View All

Pledge Payments (6+)

Pledged Payments	Account Number	Account Holder's Name	Application Reference
<a href="#">PP-7655</a>	2343424	Steve Rogers	
<a href="#">PP-7656</a>	test	Bruce Wayne	teset
<a href="#">PP-7636</a>	123	Bruce Wayne	234
<a href="#">PP-7637</a>	234	Tony Stark	345
<a href="#">PP-7638</a>	345	Steve Rogers	456
<a href="#">PP-7639</a>	456	Arthur Curry	567

View All

Provider Invoices (1)
New

Provider Invoice	Account Number	Customer Name	Current Amount Due
<a href="#">PI-0946</a>	345	Steve Rogers	\$200.00

View All

8. Click on an invoice record to review the details of the invoice.
9. To edit the invoice, click on any **PENCIL** icon.



**NC FAST**

North Carolina Families Accessing  
Services through Technology

Provider Invoice  
**Steve's Propane**

Account Number	Customer Name	Total Amount Due
345	Steve Rogers	\$150.00

Provider Invoice  
PI-0946

Account  
[Steve's Propane](#)

Current Amount Due  
\$150.00

Pledge Payments  
[PP-7638](#)

Customer Name  
Steve Rogers

Account Number  
345

Invoice Date  
5/1/2022

Program Type

Payment Type

Service Address  
123 Eagle Way

Service State  
NC

Service City  
Raleigh

Service Zip Code  
12345

Created By  
[Steve DiGangio](#), 5/6/2022, 10:22 AM

Last Modified By  
[Steve DiGangio](#), 5/6/2022, 10:22 AM

10. Make any necessary edits to the invoice and click **SAVE**.

**Note:** Do **NOT** generate a second invoice associated to a pledge payment. If there is an error on the invoice, always use the **EDIT** functionality to correct for the error.



The screenshot displays the NC FAST interface for a Provider Invoice. At the top, there is a search bar and navigation links for Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. The main content area shows a 'Provider Invoice' for 'Steve's Propane' with the following summary:

Account Number	Customer Name	Total Amount Due
345	Steve Rogers	\$150.00

A modal window is open for editing the invoice. It contains the following fields:

- Provider Invoice: PI-0946
- Account: Steve's Propane
- \* Current Amount Due: \$200.00 (highlighted with a red box)
- \* Service Address: 123 Eagle Way
- \* Service State: NC
- \* Service City: Raleigh
- \* Service Zip Code: 12345
- Pledge Payments: PP-7638
- Customer Name: Steve Rogers
- Account Number: 345
- \* Invoice Date: 5/1/2022
- Program Type: (empty)
- Payment Type: (empty)
- Created By: Steve DiGanglio, 5/6/2022, 10:22 AM
- Last Modified By: Steve DiGanglio, 5/6/2022, 10:22 AM

Buttons for 'Cancel' and 'Save' are located at the bottom of the modal.

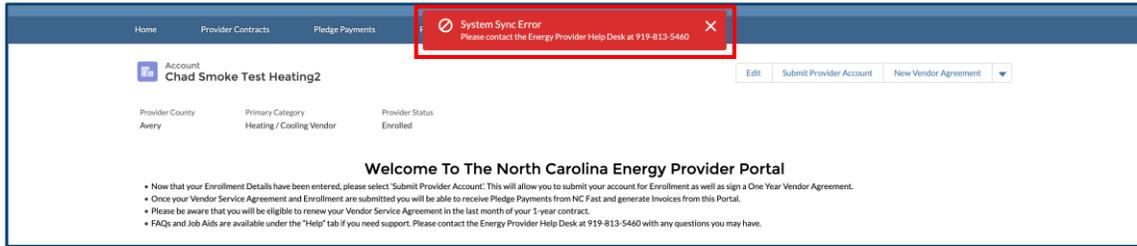
11. Confirm that the edits are reflected in the invoice record.

## 10. Resolving Errors

There are some instances in which integration errors occur between the Energy Provider Portal and NC FAST.

1. Any time an account field is updated in the Energy Provider Portal, an integration sync occurs which sends the updated information to NC FAST.
2. If the integration is successful, there will be no indication to the user.

- If the integration is not successful, a pop-up window will inform users of the failure, and instruct you to call the NC FAST Provider Support Center to ensure the change can be properly recorded and synced.



- Try to conduct the transaction again. If the error persists, contact the NC FAST Provider Support Center.
- Any value that was changed prior to the sync failure will be automatically reverted back to its original value.
- All account changes are stored by the system and visible by State Information Support users so that any errors may be tracked and corrected as necessary.

## 11. Additional Resources & Help

For more information on how to use the Energy Provider Portal, please review the posted training materials at <https://www.ncdhhs.gov/divisions/social-services/energy-assistance/energy-provider-portal> or within the Energy Provider Portal.

If you need additional help, please contact the **NC FAST PROVIDER SUPPORT CENTER** at 919-813-5460 Monday through Friday between 8:00 am ET and 6:00 pm ET.

## Change Log

<u>Date of Change</u>	<u>Major Changes Made</u>
6/17/2022	<ul style="list-style-type: none"> <li>First publication of County Staff User Job Aid</li> </ul>