

# Energy Provider Portal – Utility Provider User

Created: 11/22/2021

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.

## Step-by-Step Instructions

1. [Register for an NCID Account](#)
2. [Submit A Provider Enrollment Application](#)
3. [Logging In to Energy Provider Portal / Adding an Additional User](#)
4. [Navigating the Energy Provider Portal](#)
5. [Update Provider Account Details](#)
6. [Create a New Provider Contract \(Vendor Agreement\)](#)
7. [View & Edit Provider Contracts](#)
8. [View Pledge Payments & Generate Invoices](#)
9. [Underpayments & Overpayments](#)
10. [Locate, Review & Edit Invoices](#)
11. [Create Additional Provider Accounts With The Same NCID](#)
12. [Link An Existing Provider Account To Your NCID](#)
13. [Resolving Errors](#)
14. [Additional Resources & Help](#)

### 1. Register for an NCID Account

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 Energy Provider Portal, you must have an active NCID.

1. To create a new NCID, navigate to <https://ncid.nc.gov>.
2. Click Register! In the bottom right corner of the blue box.



NCID Tips

NCID

[Forgot Username](#)  
[Forgot Password](#)  
[Unlock Account](#)

[Need Help?](#)

[Privacy and Other Policies](#) [Contact Us](#)

 **WARNING:** This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.  
NCC742 

3. Select **BUSINESS** when asked to indicate your desired user type.



## North Carolina Identity Management



### New User Registration

Please indicate your user type from one of the following categories:

|  |   |
|--|---|
| <input type="button" value="Individual"/>                | Request access to the State of North Carolina services as an individual or citizen.                 |
| <input checked="" type="button" value="Business"/>       | Request access to the State of North Carolina services on the behalf of a business.                 |
| <input type="button" value="State Employee"/>            | Currently employed or assigned to work for an agency within the State of North Carolina government. |
| <input type="button" value="Local Government Employee"/> | Currently employed or assigned to work for a North Carolina county or municipality.                 |

This system is the property of the State of North Carolina and is for authorized use only. Unauthorized access is a violation of federal and state law. All software, data transactions, and electronic communications are subject to monitoring.

[North Carolina](#) [www.nc.gov](#) [Privacy and Other Policies](#) [Contact Us](#)



4. Complete each required field to create an NCID account. Once you complete the registration form, you will be sent an automated email asking you to authenticate your account and complete your security questions.

**Note:** You may not create an NCID username with any spaces in it.

To create your account, NCID will email you a code. You will need this code once you complete the form below and click the "Continue" button.

Desired Username\*

Prefix (Optional)

First Name\*

Middle Initial (Optional)

Last Name\*

Suffix (Optional)

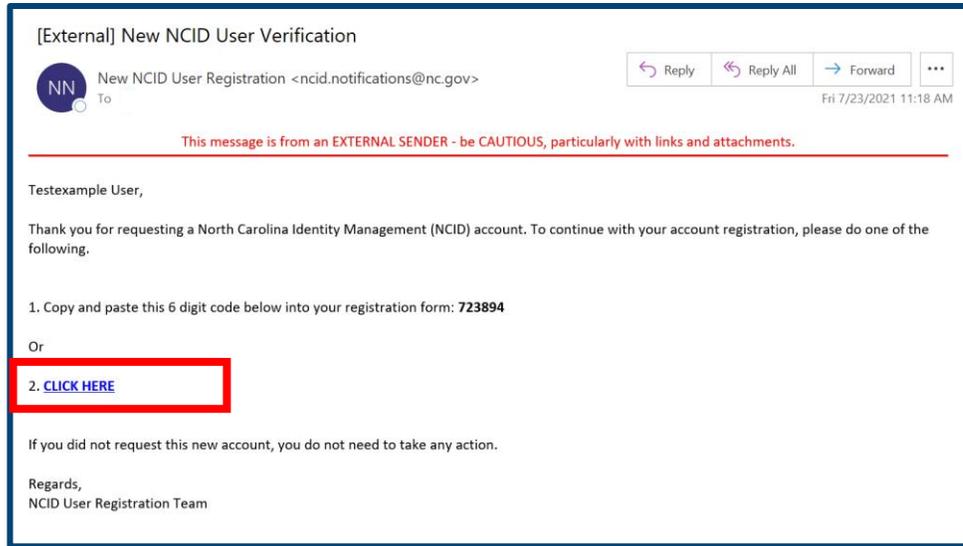
Email Address\*

Mobile Number (Recommended)

New Password\*

- Password is case sensitive.
- Must be at least 8 characters long.
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- Can be changed no more often than once every 3 days.
- Must have at least 3 of the 5 character types below.
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, #, \$, etc.)
  - Other language characters not listed above
- New password may not have been used previously.

5. After receiving the automated New NCID User Verification email, click on the link that says **CLICK HERE** or enter the 6-digit code received in the email and click **CONTINUE**.



6. Sign in again using your new NCID username and password.
7. Complete all five security questions by using the drop-down options and typing your answers into the free-text fields and click **SAVE ANSWERS**.

If you forget your password or lock your account, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password or lock your account. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

— Please select a question item from the list —

— Please select a question item from the list —

— Please select a question item from the list —

— Please select a question item from the list —

— Please select a question item from the list —

8. Your NCID account is now successfully created, and you can gain access to the Energy Provider Portal by either creating your utility provider account, or by using the appropriate access code if your provider account already exists.

## 2. Submit A Provider Enrollment Application

Before taking part in a utility assistance program, you must first submit a provider enrollment application for the counties where you are providing utilities, as well as submit a provider contract (vendor agreement) for the specific utility you wish to provide. After you 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 you to begin submitting invoices to the county for North Carolina residents who receive utility assistance.

**Note:** Any utility provider whose account was created as part of a data load will not need to submit a provider enrollment application. You will receive a provider access code which you can use to log in to your existing account. Please refer to the [Logging in to Energy Provider Portal / Adding and Additional User](#) section of this job aid.

1. Navigate to the Energy Provider Portal at <https://energyproviderportal.nc.gov>.
2. Click on the **NCID-ENERGY** button.



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



NCID

Username

Password

**NCID Login**

[Forgot Username](#)  
[Forgot Password](#)  
[Unlock Account](#)

[Need Help?](#) [Register!](#)

[Privacy and Other Policies](#) [Contact Us](#)

WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.  
NCC665

4. When prompted to enter your Provider Access Code, leave the field **BLANK** and click **NEXT**.

trainingtest4@ncid.ncfast.gov

Please enter your Provider Access Code to be associated with a previously enrolled Utility Provider. If you are enrolling a Utility Provider for the first time please select 'Next'.

Provider Access Code

**Next**

© 2021 North Carolina DHHS. All rights reserved.

5. Select if your provider will be using a FEIN (Federal Employer Identification Number) or SSN (Social Security Number) and enter it into the field with no dashes. Click **NEXT**.

**Note:** Your FEIN or SSN may be associated to multiple Energy Provider Portal provider accounts because you service multiple counties or provide multiple



categories of utility. In these instances, they will be differentiated by the county and categories you select for the accounts.

6. Enter in each field in the next section and verify that the information is accurate, then click **NEXT**.
  - a. **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. **Billing State:** The state of the provider.
  - f. **Primary Category:** Indicates which category of utility you deliver.
  - g. **Primary Fuel Type:** Indicates the type of fuel you provide.

**Note:** This field only applies if your primary category is “Heating/Cooling” or “LTNC Heating/Cooling.”
  - h. **Provider County:** Select the county or counties where utility services are provided.

**Note:** If a provider services multiple counties, you must set up an Energy Provider Portal account for each county that you 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. For more information on how you may associate multiple accounts to one NCID after enrollment, please refer to the [Create Additional Provider Accounts With The Same NCID](#) section of this job aid.

- i. **Email Address:** The email address at which you can be reached.
- j. **Web Address:** The utility provider website.  
**Note:** This is an optional field, but if entered it must be 100 characters or less.
- k. **Phone Number:** The primary phone number for you to be contacted.
- l. **I need to enroll an additional provider category:** This checkbox is used to indicate if you need to create another set of accounts with a different primary category selection (e.g., some accounts with water/wastewater, and some accounts with heating/cooling).

**Note:** If you check this box, you will see a new screen asking for **Primary Category, Primary Fuel Type, and Provider County**. All other details such as name and address for these accounts will match what you entered on the previous screen.



[sdigangi\\_qa6@ncid.ncfast.gov](mailto:sdigangi_qa6@ncid.ncfast.gov) [Log Out](#)

\* Provider / Company Name  
Heating R Us

\* Billing Street  
123 Main St

\* Billing City  
Raleigh

\* Billing Postal Code  
12345

\* Billing State  
NC

\* Primary Category  
Heating / Cooling Vendor

\* Primary Fuel Type  
LP Gas

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

|           |   |        |   |
|-----------|---|--------|---|
| Duplin    | ▶ | Wake   | ▲ |
| Edgecombe |   | Durham |   |
| Forsyth   | ◀ |        | ▼ |
| Franklin  |   |        |   |
| Gaston    |   |        |   |
| Gates     |   |        |   |
| Graham    |   |        |   |

\* Email Address  
stevend@mailinator.com

Web Address  
https://www.heating.com

\* Phone Number  
1112223333

I need to enroll an additional provider category



7. If you selected to enroll an additional provider category, fill out the details of the accounts you would like to create. The name and contact information will automatically be the same as what you entered on the previous screen.

sdigangi\_qa6@ncid.ncfast.gov | 03/20/2017

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.

\* Primary Category  
Water / Wastewater Vendor

Primary Fuel Type  
--None--

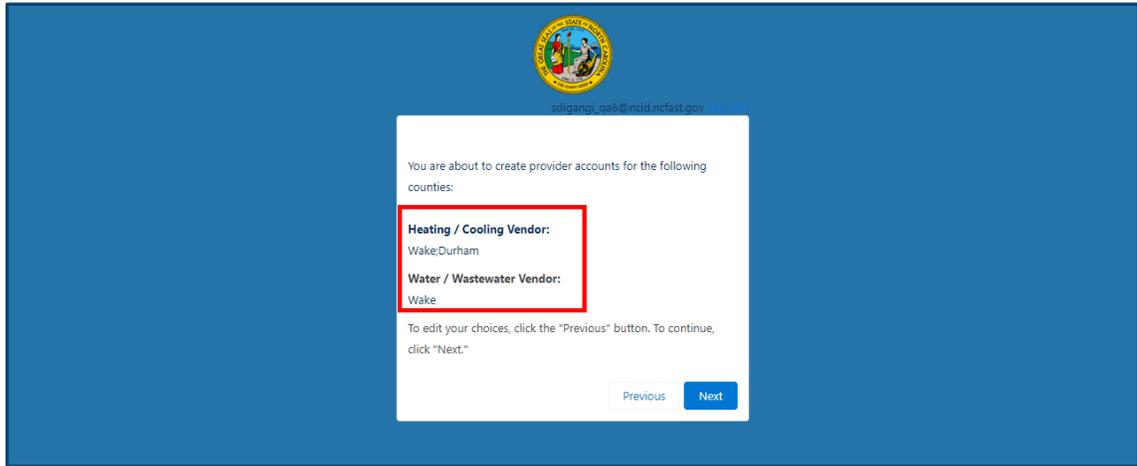
If you would like to create multiple accounts with the same enrollment details for multiple counties, you can select multiple options in the following field by holding the Control key and clicking.

\* Provider County

|            |   |      |   |
|------------|---|------|---|
| Vance      | ▶ | Wake | ▲ |
| Warren     |   |      |   |
| Washington | ◀ |      | ▼ |
| Watauga    |   |      |   |
| Wayne      |   |      |   |
| Wilkes     |   |      |   |
| Wilson     |   |      |   |

Previous Next

8. Review the categories and counties that you are creating accounts for to ensure you've selected the correct one(s) and click **NEXT**.

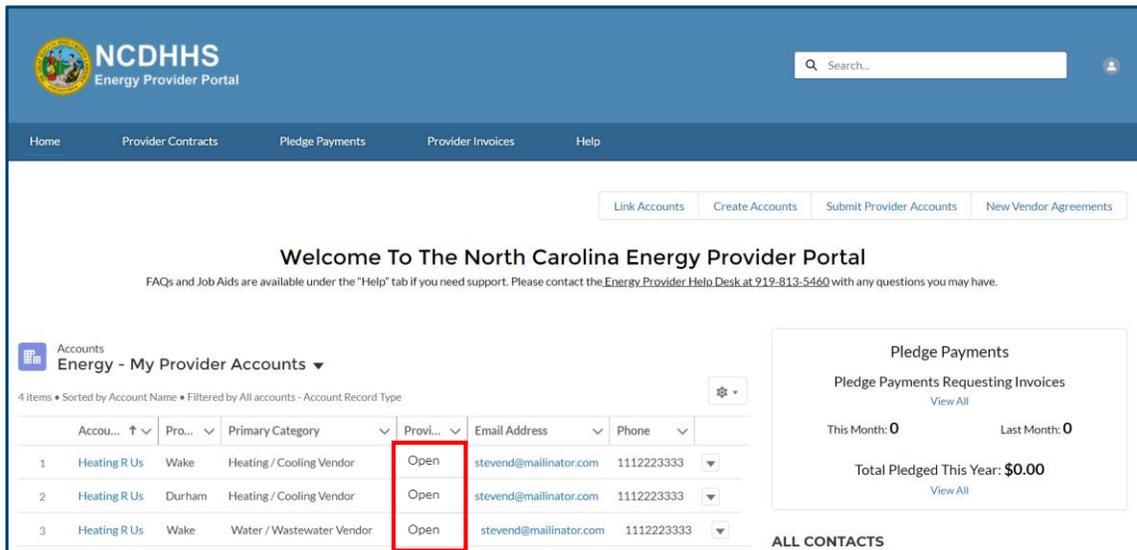


9. You are now logged in to the Energy Provider Portal. If you selected to create multiple accounts, you will see the **PROVIDER HOME PAGE**, a screen showing each of the created accounts. If you created only one account, you will see the **COUNTY HOME PAGE**, which is specific to that one account.

**Note:** At any point if you need to reach the **PROVIDER HOME PAGE** again so you can select a different account and view its **COUNTY HOME PAGE**, click the **HOME** tab.

10. The provider status for each account is now **OPEN**.

**Note:** If your account remains in **OPEN** status for 30 days, you will receive an email reminding you 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.





# NC FAST

North Carolina Families Accessing  
Services through Technology

11. Depending on if you have created one account or multiple accounts, you will be able to click **SUBMIT PROVIDER ACCOUNT** on the **COUNTY HOME PAGE** or **SUBMIT PROVIDER ACCOUNTS** from the **PROVIDER HOME PAGE** to finish your enrollment application.

The screenshot displays the North Carolina Energy Provider Portal. At the top left is the state seal. A search bar is located at the top right. A navigation menu includes Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. The main content area shows an account for 'Heating R Us' with the following details: Provider County: Wake, Primary Category: Water / Wastewater Vendor, and Provider Status: Open. The 'Submit Provider Account' button is highlighted with a red box. Below the account details is a welcome message: 'Welcome to the North Carolina Energy Provider Portal'. It includes three bullet points: '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.', and 'Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.' Below the welcome message are two sections: 'RELATED' and 'DETAILS'. The 'RELATED' section shows 'Provider Contracts (0)' and 'Related Contacts (1)'. The 'DETAILS' section has a table with columns for Contact Name, Email, and Phone.

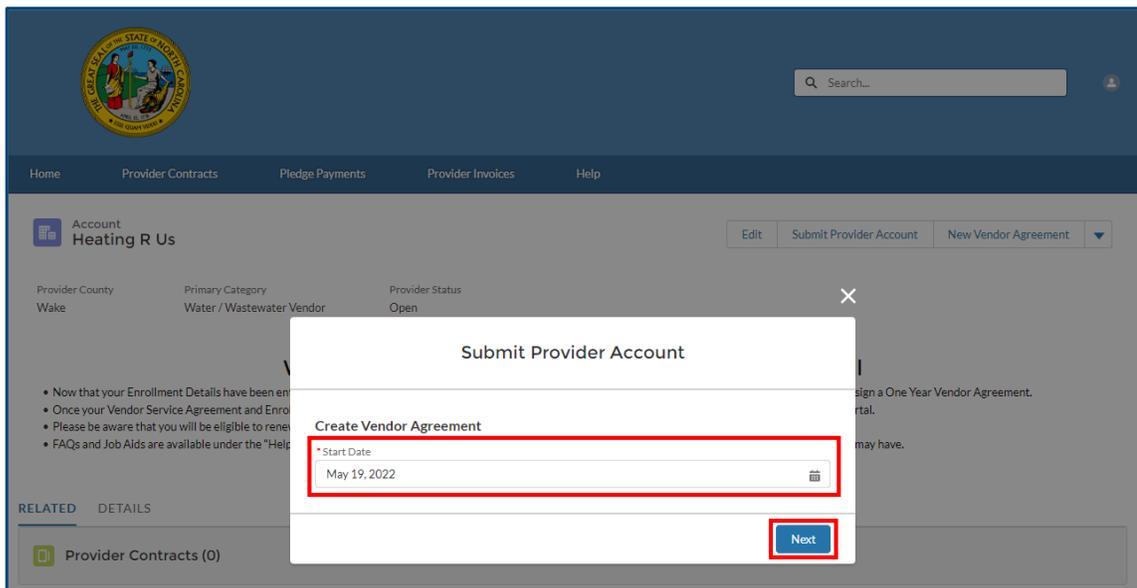
12. If you selected **SUBMIT PROVIDER ACCOUNTS** on the **PROVIDER HOME PAGE**, you will see a pop-up window asking you to select which primary category you want to submit accounts for, or if you have only one primary category, which county accounts to submit. Select which accounts you are ready to submit and click **NEXT**.



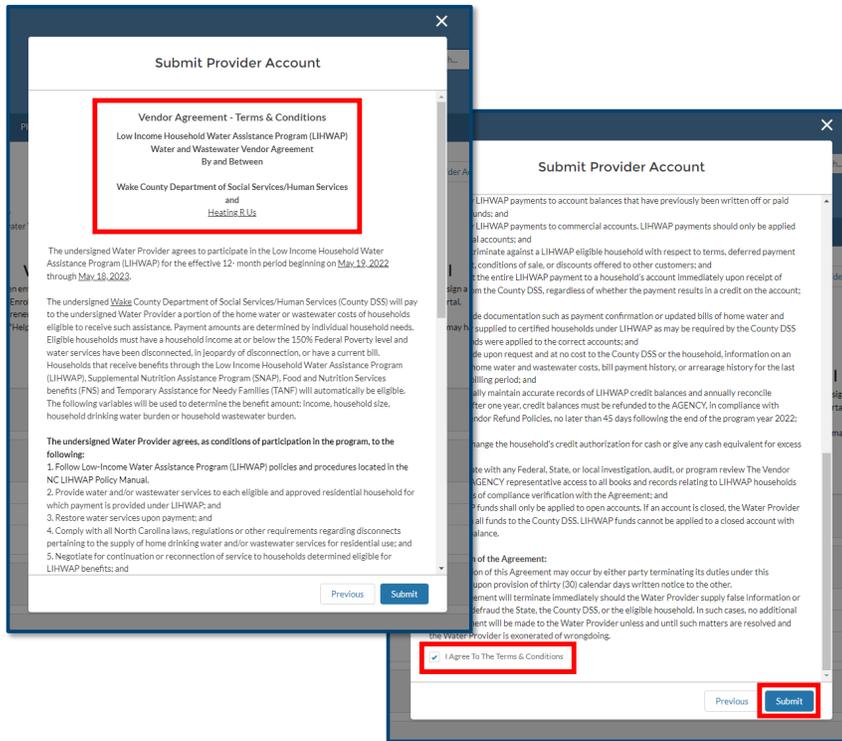
14. Once you've submitted your enrollment application, click **NEXT** again. You will immediately be prompted to submit a **PROVIDER CONTRACT** (vendor agreement). You must submit a provider contract for your enrollment application to receive approval.
15. In the **SUBMIT PROVIDER ACCOUNT** pop-up window, 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:

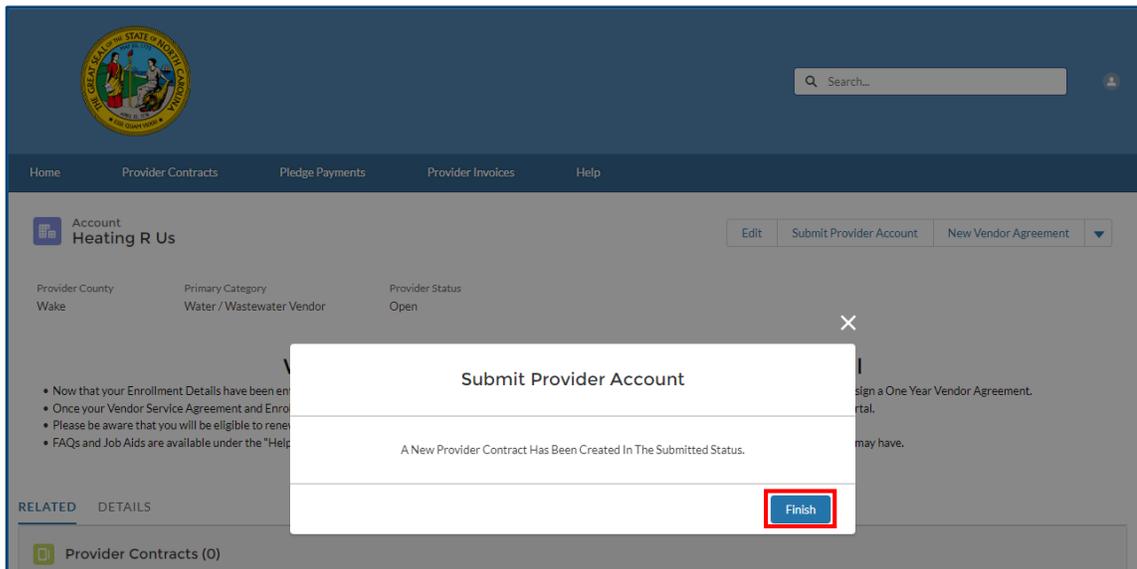
  - The start date can be up to 30 days in the past from the date of submission.
  - If you have submitted multiple accounts for enrollment simultaneously, they will each have the same start date based on what you select.
  - Each account has its own unique provider contract that can be downloaded as a PDF once active.



16. Read and review the terms and conditions of your vendor agreement with the county that is now displayed in the pop-up window.
17. Check the **I AGREE TO THE TERMS & CONDITIONS** box at the bottom of the screen and click **SUBMIT**.



## 18. Click FINISH.



## 19. 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.

20. Your 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 may go through the process again and re-submit the provider account for enrollment.

**Notes:** You will receive several automated email reminders throughout the process including:

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

### 3. Logging In to Energy Provider Portal / Adding an Additional User

To log in to the Energy Provider Portal for the first time, you must either be creating the provider account, or you must have the **PROVIDER ACCESS CODE** to get associated to an existing provider account. For more information on creating the provider account, see the [SUBMIT A PROVIDER ENROLLMENT APPLICATION](#) section of this job aid.

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.



**NC FAST**

North Carolina Families Accessing  
Services through Technology



## Welcome to the North Carolina Energy Provider Portal

**NCID-Energy**

Need Assistance? You may call the Provider Help Desk at  
(919)813-5460, Monday through Friday 8AM - 6PM  
(excluding State observed holidays).

You will be redirected to NCID site to log in

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

NCID

NCID

Username

Password

**NCID Login**

[Forgot Username](#)  
[Forgot Password](#)  
[Unlock Account](#)

[Need Help?](#) [Register!](#)

[Privacy and Other Policies](#) [Contact Us](#)

 **WARNING:** This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.  
NCC665

4. If this is the first time logging in to an existing provider account, you will be prompted to enter the provider access code for your existing provider location (this can only be located by someone who currently has access to the account by logging in to the Energy Provider Portal and viewing the **DETAILS** section of an account's **COUNTY HOME PAGE**).



# NC FAST

North Carolina Families Accessing  
Services through Technology

**Note:** You will only need to enter the access code the first time you are gaining access to an account. Each subsequent login will only require your NCID and password.

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 'Heating R Us' with fields for Provider County (Wake), Primary Category (Heating / Cooling Vendor), and Provider Status (Submitted). A 'Welcome to the North Carolina Energy Provider Portal' message includes instructions on enrollment and vendor agreements. Below this, there are summary boxes for 'Pledge Payments Requesting Invoices' (This Month: 0, Last Month: 0) and 'Total Pledged This Year: \$0.00'. A 'RELATED DETAILS PLEDGE PAYMENTS' section is visible, with a red box highlighting the 'DETAILS' link. The account details table includes fields for Account Name, Enrollment Start Date, Enrollment End Date, Primary Category, Primary Fuel Type, FEIN, SSN, Primary Contact, Email Address, Website, and Phone. A red box highlights the 'Provider Access Code' field, which contains the value '52401121'.

| Account Name             | Primary Contact         |
|--------------------------|-------------------------|
| Heating R Us             | Steve DiGiorno          |
| Enrollment Start Date    | Email Address           |
| 5/4/2022                 | stevend@mailinator.com  |
| Enrollment End Date      | Website                 |
|                          | https://www.heating.com |
| Primary Category         | Phone                   |
| Heating / Cooling Vendor | 1112223333              |
| Primary Fuel Type        |                         |
| LP Gas                   |                         |
| FEIN                     |                         |
| 919191919                |                         |
| SSN                      |                         |
| Provider Access Code     |                         |
| 52401121                 |                         |

5. Verify that the account you are being added to is the intended account.

6. Click **NEXT**.



sdiganj\_hcp\_lm@ncid.ncfast.gov

Please enter your Provider Access Code to be associated with a previously enrolled Utility Provider. If you are enrolling a Utility Provider for the first time please select 'Next'.

Provider Access Code  
52401121

Next

sdiganj\_hcp\_lm@ncid.ncfast.gov

Confirm That You Want To Be Associated To This Account: Heating R Us

Previous Next

- If the Provider Access Code you entered belongs to a provider that has multiple accounts for multiple counties/utilities, you will be prompted to add access to the additional accounts. To gain access to those accounts, select the corresponding checkbox next to each account (Name, County Primary Category) that you would like access to. Once you've selected all the accounts you want to access, select **NEXT**.

sdiganj\_hcp\_lm@ncid.ncfast.gov

The following counties have accounts with the same FEIN/SSN. You can choose to associate to those accounts by selecting them and clicking next.

| <input checked="" type="checkbox"/> | Account Name | County | Primary Cate...    |
|-------------------------------------|--------------|--------|--------------------|
| <input checked="" type="checkbox"/> | Heating R Us | Durham | Heating / Cooli... |
| <input checked="" type="checkbox"/> | Heating R Us | Wake   | Water / Waste...   |

Next

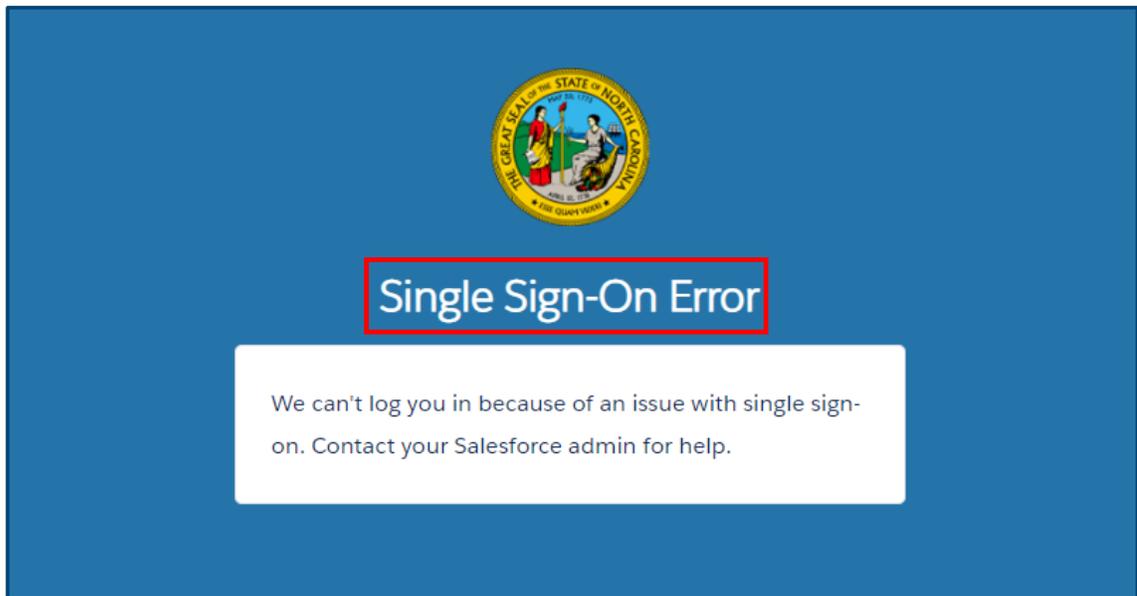
- You are now logged in to the Energy Provider Portal.

**Note:** If you are a utility provider whose account was created as part of a data load and you are logging in to the Energy Provider Portal for the first time, you must enter your **PRIMARY CONTACT**, and **EMAIL ADDRESS** information in your account



details. For more information on how to edit your account details, please see the [Update Provider Account Details](#) section of this Job Aid.

9. 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.



## 4. Navigating the Energy Provider Portal

Upon logging in to the Energy Provider Portal, utility provider users will be taken to the **PROVIDER HOME PAGE** or the **COUNTY HOME PAGE** depending on how many accounts you have access to. From the **PROVIDER HOME PAGE**, you will be able to select an account in which to operate. From the **COUNTY HOME PAGE**, you will be able to view a summary of relevant information from one account as well as navigate to specific records that require your attention.

1. If you have access to only one account, the first thing you will see upon logging in to the Energy Provider Portal is the **COUNTY HOME PAGE** screen. This screen can be accessed at any time by clicking on **HOME** on the **NAVIGATION BAR**.

If you have access to multiple accounts, you will see the **PROVIDER HOME PAGE** when logging in. You may select an account in which you want to operate, which will take you to the **COUNTY HOME PAGE**. Clicking on the **HOME** tab will take you back to the **PROVIDER HOME PAGE**.



2. The County Home Page's default display will show multiple different tiles with a summary of your information. Navigating using the tiles will show information associated only to the account you've selected including:
  - a. **Account Information:** This tile displays a summary of your account information, with additional information shown on the **DETAILS** tab. Included in the **DETAILS** tab is your **PROVIDER ACCESS CODE** which is used to grant access to your account to new users.
  - b. **Provider Contracts:** This tile displays contract information for any current or past contracts entered with the county.
  - c. **Related Contacts:** This tile displays the name, email, and phone number for each individual who has access to this provider account in the Energy Provider Portal.
  - d. **Pledge Payments:** This tile displays the most recent pledge payment records that you've viewed.
  - e. **Provider Invoices:** This tile displays the most recent provider invoices that you've viewed.



**NCDHHS Energy Provider Portal**

Home | Provider Contracts | Pledge Payments | Provider Invoices | Help

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 |
|-------------------------|--------------------------------|-----------------|------------|
| <a href="#">PC-0423</a> | Home Energy Supplier Agreement | Active          | 4/1/2022   |

[View All](#)

**Related Contacts (1)**

| Contact Name                   | Email  | Phone |
|--------------------------------|--|-------|
| <a href="#">Steve DiGangio</a> | <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           |

3. 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 agreement after enrolling as a utility provider. 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 you have access to.

2 items • Sorted by Provider Contract • Filtered by All provider contracts

|   | Provider Con... | Account Name    | County | Vendor Agreement Type          | Contract Status | Start Date | End Date  |  |
|---|-----------------|-----------------|--------|--------------------------------|-----------------|------------|-----------|--|
| 1 | PC-0423         | Steve's Propane | Wake   | Home Energy Supplier Agreement | Active          | 4/1/2022   | 3/31/2023 |  |
| 2 | PC-0428         | Steve's Propane | Ashe   | Home Energy Supplier Agreement | Submitted       | 4/30/2022  | 4/29/2023 |  |

- 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.

5 items • Sorted by Pledged Payments • Filtered by All pledge payments

|   | Pledged ... | Account ... | Account Hold... | Applicati... | Pledged ... | Energy Provider | County | Program ... | Payment... | Created Date       |  |
|---|-------------|-------------|-----------------|--------------|-------------|-----------------|--------|-------------|------------|--------------------|--|
| 1 | PP-7636     | 123         | Bruce Wayne     | 234          | \$225.00    | Steve's Propane | Wake   |             |            | 4/15/2022, 2:15 PM |  |
| 2 | PP-7637     | 234         | Tony Stark      | 345          | \$100.00    | Steve's Propane | Wake   |             |            | 4/15/2022, 2:15 PM |  |
| 3 | PP-7638     | 345         | Steve Rogers    | 456          | \$150.00    | Steve's Propane | Wake   |             |            | 4/15/2022, 2:16 PM |  |
| 4 | PP-7639     | 456         | Arthur Curry    | 567          | \$175.00    | Steve's Propane | Wake   |             |            | 4/15/2022, 2:16 PM |  |
| 5 | PP-7640     | 567         | Diana Prince    | 678          | \$200.00    | Steve's Propane | Wake   |             |            | 4/15/2022, 2:17 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 and a link to the corresponding pledge payment record.



# NC FAST

North Carolina Families Accessing  
Services through Technology

Provider Invoices

| Provider ... | Account         | County | Customer Name | Current A... | Past Amo... | Total Amo... | Invoice Date | Program ... | Payment ... |
|--------------|-----------------|--------|---------------|--------------|-------------|--------------|--------------|-------------|-------------|
| 1 PI-0931    | Steve's Propane | Wake   | Bruce Wayne   | \$225.00     | \$0.00      | \$225.00     | 4/21/2022    |             |             |

6. 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 navigate to training materials.

Energy Provider Portal Frequently Asked Questions

Job Aids

Click the button below to download your job aid.

[Download Job Aid](#)

- 1. What if my company provides utilities to multiple counties?**  
If your company provides utilities to multiple counties, you will need to create an Energy Provider Portal account for each county by going through the enrollment application process. In order to do so, you will need to either create the second Energy Provider Portal account with a different business NCID. To see how to create a new NCID, please refer to the job aid.
- 2. What if my company provides multiple utilities in the same county?**  
If your company provides multiple utilities in the same county, you are able to manage those invoices through one Energy Provider Portal account through multiple vendor service agreements.
- 3. How do I generate and submit an invoice?**  
You can generate and submit an invoice from the Home tab, the Provider Invoices tab, or the Pledge Payments tab. For more step by step instructions on how to do so, please refer to the job aid.
- 4. What if I need to add another user to my Energy Provider Portal account?**  
To add another user to your Energy Provider Portal account, you will need to give them the Provider Access Code under the DETAILS section of the Home tab. Once they have a registered business NCID, they can sign in to the Energy Provider Portal and enter the Provider Access Code when prompted.
- 5. When can I resubmit my vendor service agreement?**  
If you already have an existing contract for a specific utility, you must wait until there are 30 days or less left on that vendor service agreement before you are able to submit a new one.
- 6. How can I make an edit to an invoice?**  
To make edits to an invoice, navigate to the invoice record through the Pledge Payments tab or in the Provider Invoices tab. Select a pencil icon, make your edits, and click SAVE. For more information, please refer to the job aid.

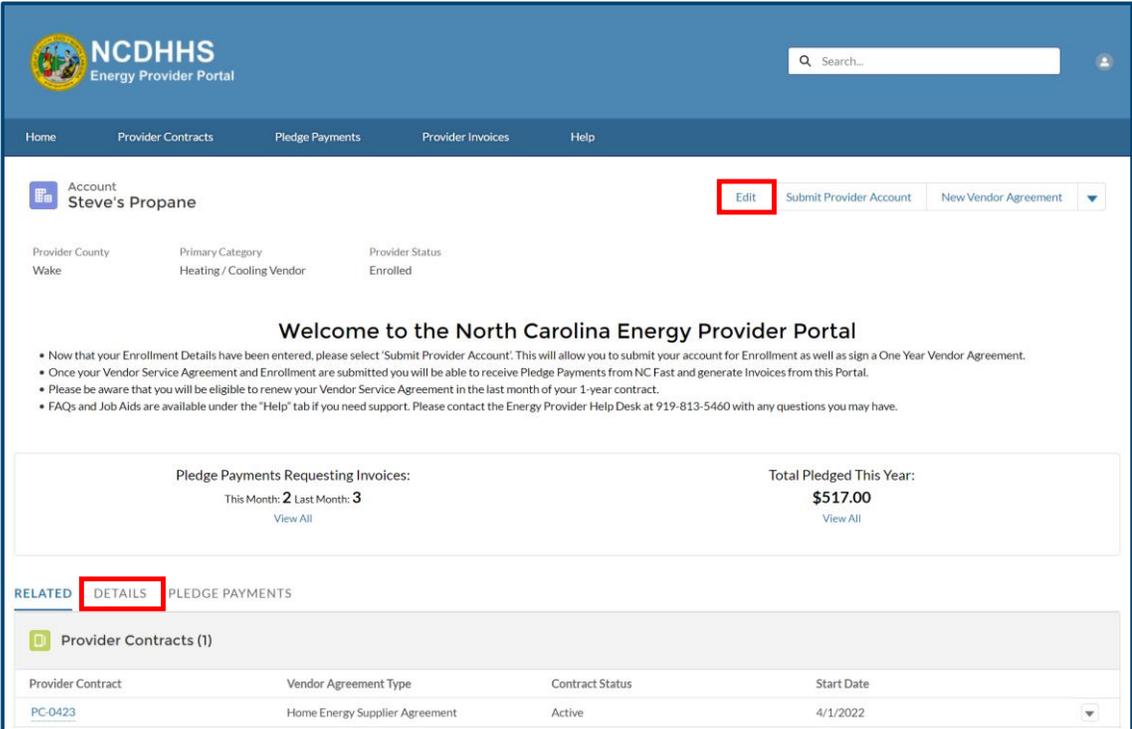
## 5. Update Provider Account Details

If you need to update the basic account information (e.g., contact information, account name, etc.) for your 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, which will land you on the **PROVIDER HOME PAGE** or the **COUNTY HOME PAGE**. If you land on the **PROVIDER HOME PAGE**, select the account you wish to update.
2. At the top of the screen, click the **EDIT** button, or select the **DETAILS** tab and click on any pencil icon.

**Notes:** There are several important factors to keep in mind when editing account details:

- If you created multiple provider accounts during your enrollment application for the multiple counties where you provide service, they will all appear with the same account name. Use the **PRIMARY CATEGORY** and **COUNTY** fields to verify that you are updating the intended account.
- If your Primary Contact field and Email Address field appear as blank, your utility provider account was created through a data load, and you must enter information in these fields to properly sync with NC FAST Portal.



**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

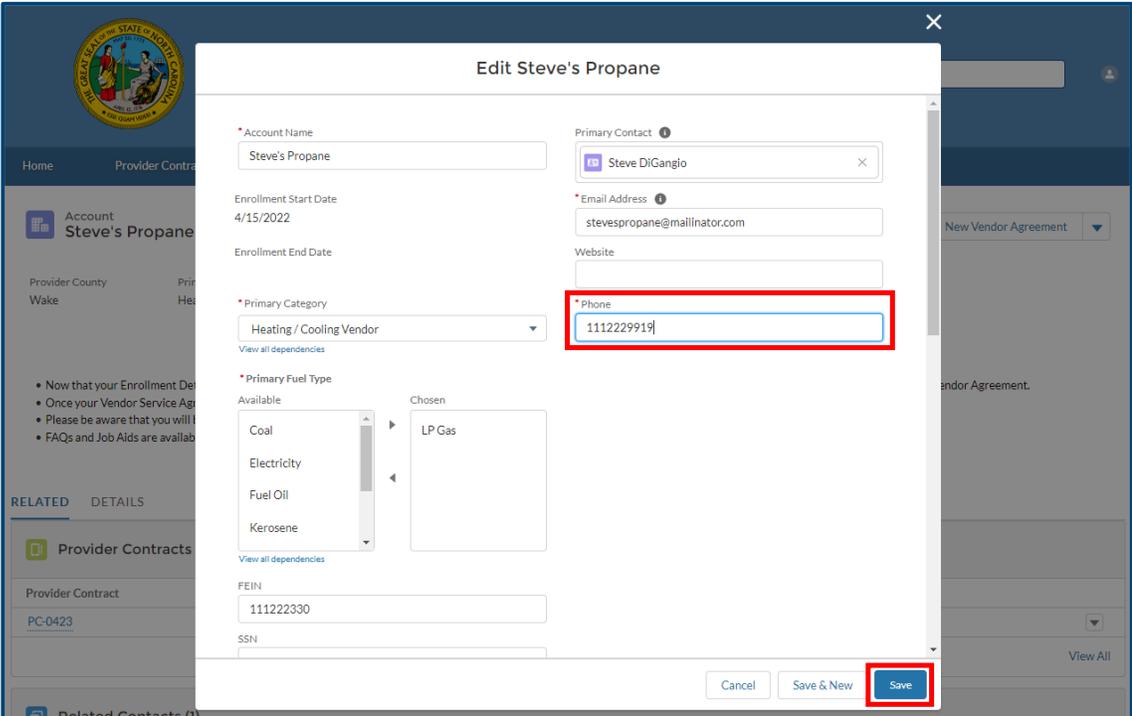
Provider Contracts (1)

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

3. 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 your 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 your 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 you already have 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.



The screenshot shows a web application interface for editing a provider account. The main window is titled "Edit Steve's Propane". The form includes the following fields and options:

- Account Name:** Steve's Propane
- Enrollment Start Date:** 4/15/2022
- Enrollment End Date:** (empty)
- Primary Contact:** Steve DiGangio
- Email Address:** stevespropane@mailinator.com
- Website:** (empty)
- Primary Category:** Heating / Cooling Vendor
- Primary Fuel Type:** A list of available options (Coal, Electricity, Fuel Oil, Kerosene) and a list of chosen options (LPGas).
- FEIN:** 111222330
- SSN:** (empty)
- Phone:** 1112229919 (highlighted with a red box)

At the bottom of the form, there are three buttons: "Cancel", "Save & New", and "Save" (highlighted with a red box).

4. 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

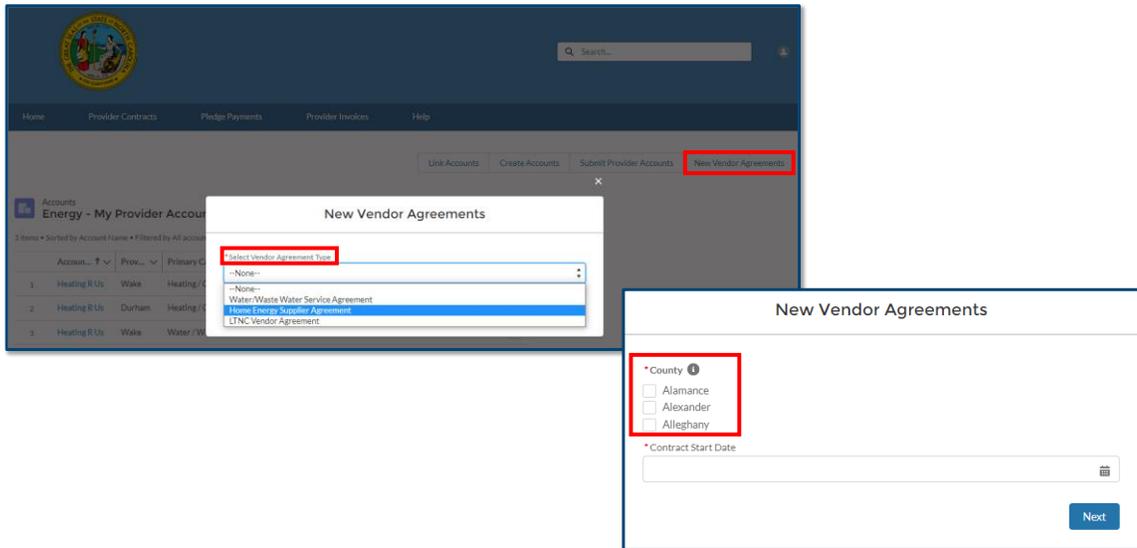
Welcome to the North Carolina Energy Provider Portal

- 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.

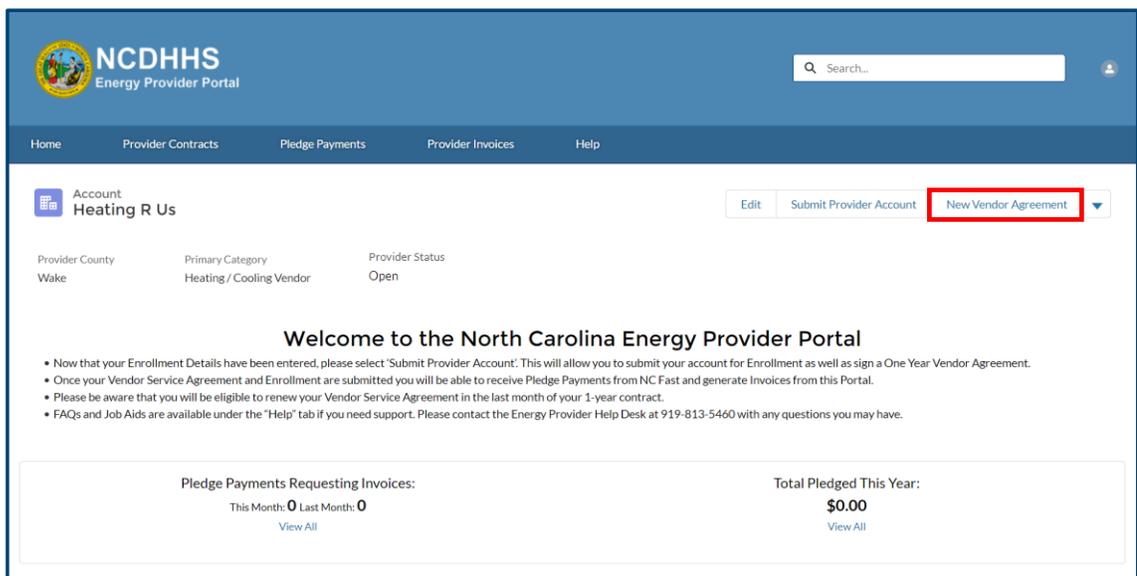
## 6. Create New Provider Contract (Vendor Agreement)

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, which will land you either on the **PROVIDER HOME PAGE** or the **COUNTY HOME PAGE**.
2. Click the **NEW VENDOR AGREEMENT** button on the top right of the screen to open a **NEW VENDOR AGREEMENT** pop-up window. If you click the button from the **PROVIDER HOME PAGE**, then you can submit multiple contracts simultaneously. If you have accounts for multiple primary categories, you will select which type of vendor agreement to sign (e.g., Water/Wastewater, Home Energy Supplier Agreement, etc.). Then you select which counties to submit the contracts for by selecting the corresponding checkboxes.



3. If you selected **NEW VENDOR AGREEMENT** from the **COUNTY HOME PAGE**, you will see a simple pop-up appear.



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

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

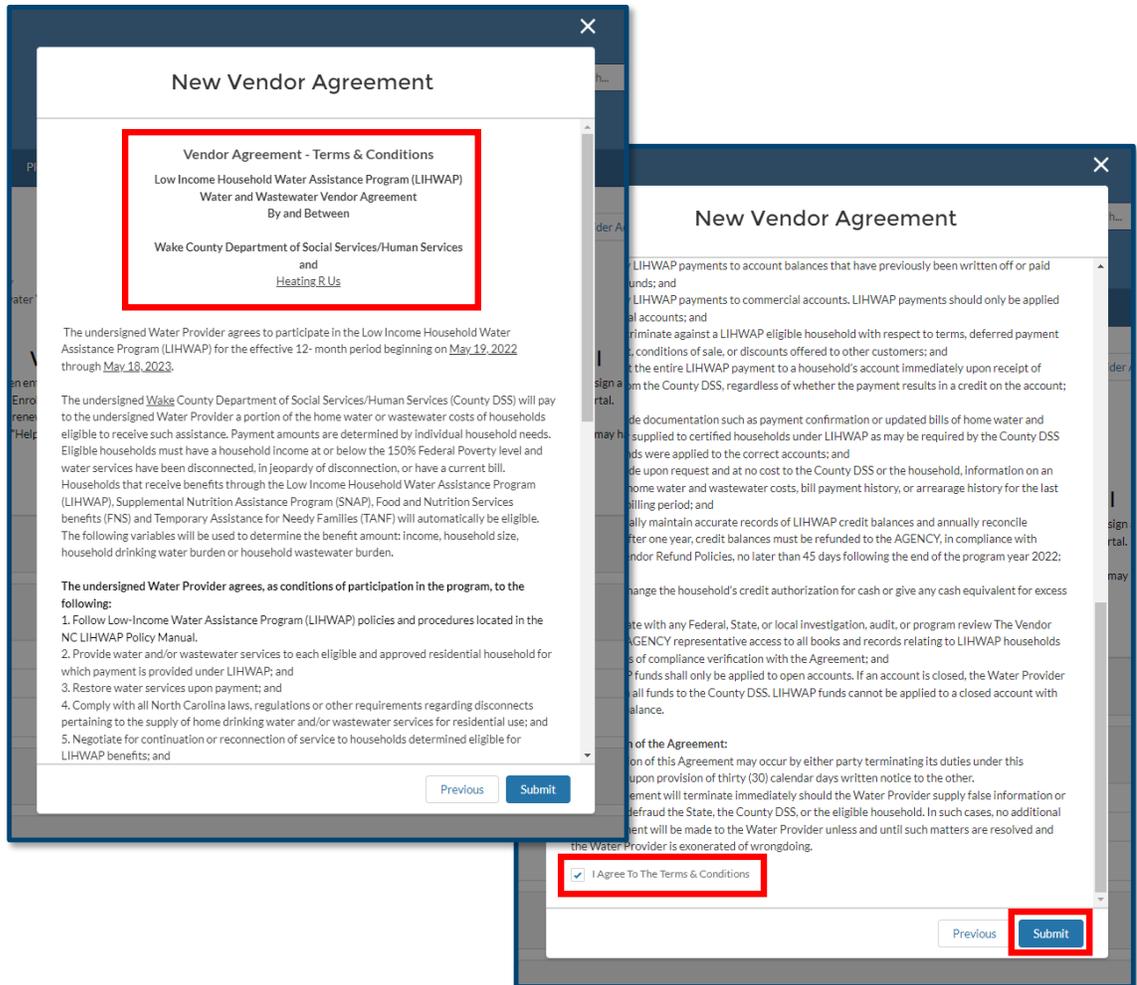
- You must be within 30 days of the existing contract's expiration date before submitting a new provider contract.
- The start date can only be 30 days or fewer in the past, and provider contracts are defaulted to 12 months.



- 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.

The screenshot displays the 'New Vendor Agreement' modal form. The form is titled 'New Vendor Agreement' and has a close button (X) in the top right corner. Below the title is a section 'Create Vendor Agreement' with a 'Start Date' field containing 'May 19, 2022'. A 'Next' button is located at the bottom right of the modal. The background shows the user's account details for 'Heating R Us' with fields for 'Provider County' (Wake), 'Primary Category' (Water / Wastewater Vendor), and 'Provider Status' (Open).

5. Read and review the terms and conditions of your vendor agreement with the county.
6. Check the **I AGREE TO THE TERMS & CONDITIONS** box at the bottom of the screen and click **SUBMIT**.



**New Vendor Agreement**

**Vendor Agreement - Terms & Conditions**  
Low Income Household Water Assistance Program (LIHWAP)  
Water and Wastewater Vendor Agreement  
By and Between

Wake County Department of Social Services/Human Services  
and  
[Heating R Us](#)

The undersigned Water Provider agrees to participate in the Low Income Household Water Assistance Program (LIHWAP) for the effective 12- month period beginning on May 19, 2022 through May 19, 2023.

The undersigned Wake 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.

The undersigned Water Provider agrees, as conditions of participation in the program, to the following:

1. Follow Low-Income Water Assistance Program (LIHWAP) policies and procedures located in the NC LIHWAP Policy Manual.
2. Provide water and/or wastewater services to each eligible and approved residential household for which payment is provided under LIHWAP; and
3. Restore water services upon payment; and
4. Comply with all North Carolina laws, regulations or other requirements regarding disconnects pertaining to the supply of home drinking water and/or wastewater services for residential use; and
5. Negotiate for continuation or reconnection of service to households determined eligible for LIHWAP benefits; and

I Agree To The Terms & Conditions

Previous Submit

7. Click **FINISH**.
8. If you submitted multiple contracts simultaneously, each of the contracts for the corresponding accounts will have the same start date and will have their own unique PDF once they are activated.

## 7. 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.



The screenshot shows the 'Provider Contracts' page in the NC FAST system. The navigation bar includes 'Home', 'Provider Contracts', 'Pledge Payments', 'Provider Invoices', and 'Help'. The 'Provider Contracts' section is active, showing a dropdown menu set to 'All' and a pushpin icon. Below the navigation, there is a search bar and a table of contracts. The table has columns for Provider Contract, Account Name, County, Vendor Agreement Type, Contract Status, Start Date, and End Date. Two contracts are listed:

| Provider Con... | Account Name    | County | Vendor Agreement Type          | Contract Status | Start Date | End Date  |
|-----------------|-----------------|--------|--------------------------------|-----------------|------------|-----------|
| 1 PC-0423       | Steve's Propane | Wake   | Home Energy Supplier Agreement | Active          | 4/1/2022   | 3/31/2023 |
| 2 PC-0428       | Steve's Propane | Ashe   | Home Energy Supplier Agreement | Submitted       | 4/30/2022  | 4/29/2023 |

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 with a search filter applied. The search bar at the top right contains the text '0428'. The table now displays only one contract, which is highlighted with a red box:

| Provider Con... | Account Name    | County | Vendor Agreement Type          | Contract Status | Start Date | End Date  |
|-----------------|-----------------|--------|--------------------------------|-----------------|------------|-----------|
| 1 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 you 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 multiple contracts were signed simultaneously, each will have its own unique PDF.

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

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 bar (Home, Provider Contracts, Pledge Payments, Provider Invoices, Help), the main content area displays a 'Provider Contract' for 'PC-0428'. The contract details are as follows:

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

Below this table, a detailed view of the contract is shown, also with a red box highlighting it:

|                                 |                 |
|---------------------------------|-----------------|
| 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  |                 |

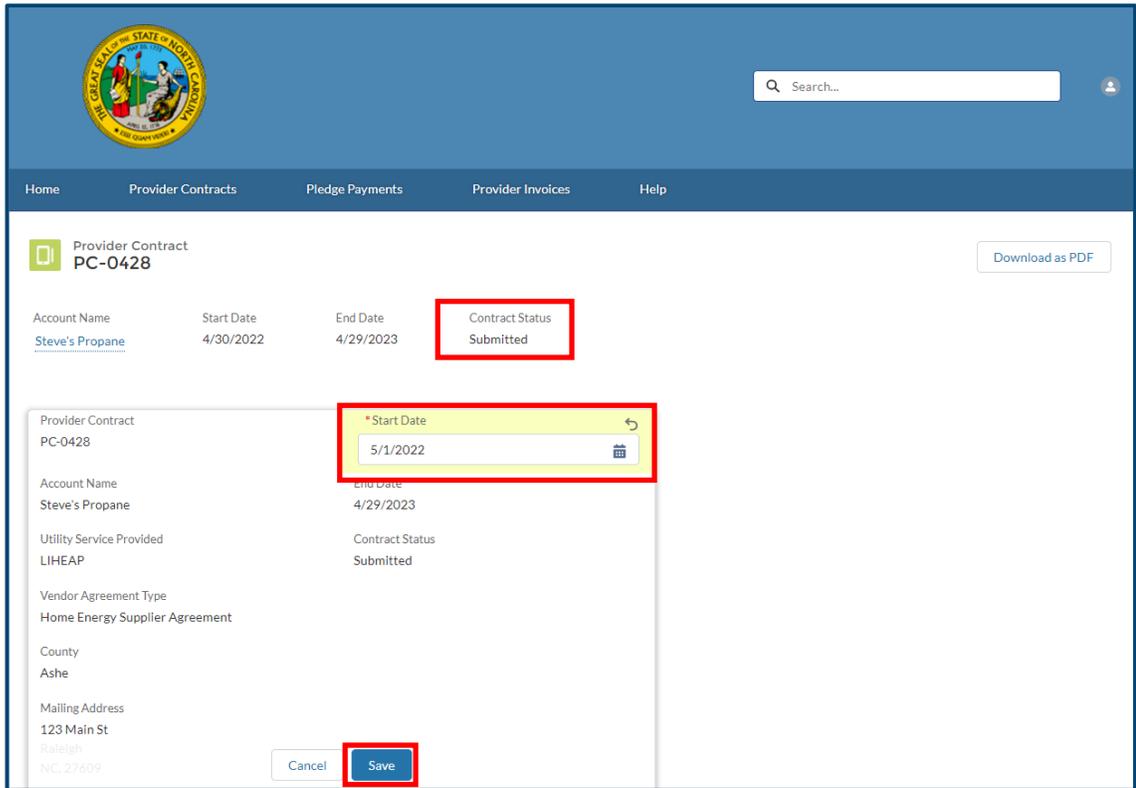
A 'Download as PDF' button is highlighted with a red box in the top right corner of the contract details area.

- 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. You must contact the NC FAST Provider Support Center to have the provider contract closed, then you may re-submit a new provider contract with the corrected information.

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

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



The screenshot shows the 'Provider Contract' edit form for PC-0428. The form includes a search bar at the top right and navigation tabs: Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. The contract details are as follows:

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

The 'Start Date' field is highlighted in yellow and contains the value '5/1/2022'. Below the contract details, there are sections for '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. The 'Save' button is highlighted in red.

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

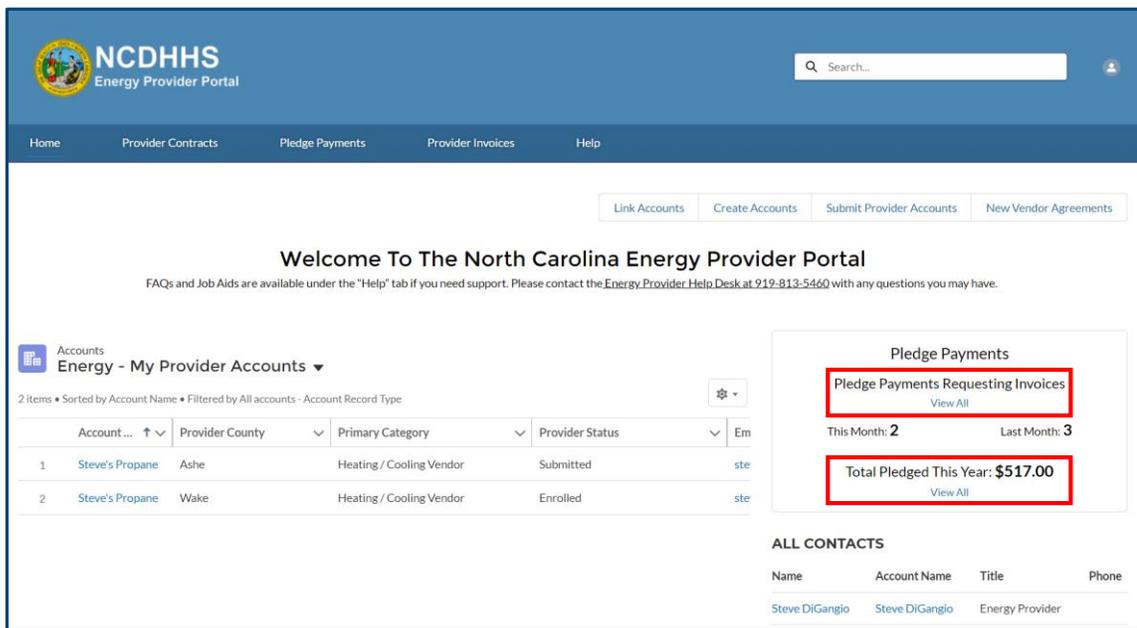
## 8. View Pledge Payments & Generate Invoices

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 will then use that pledge payment to generate and submit one invoice to the county. The invoice will be processed by the county and the appropriate amount will be paid by the county to you, the utility provider.

Utility providers are encouraged to submit invoices via the Energy Provider Portal but it is not a requirement. You will still receive funds for any assistance application that is approved. If you 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. There are multiple different ways to navigate to your pledge payments records. From the **PROVIDER HOME PAGE** you may select **VIEW ALL** under the **PLEDGE PAYMENTS REQUESTING INVOICES** to view all pledge payment records that still do not have an associated invoice for all the accounts you have access to. You may also select **VIEW ALL** under **TOTAL PLEDGED THIS YEAR** which will show you all of the pledge payment records across all of the accounts you have access to.



**NCDHHS Energy Provider Portal**

Home Provider Contracts Pledge Payments Provider Invoices Help

Link Accounts Create Accounts Submit Provider Accounts New Vendor Agreements

Welcome To The North Carolina Energy Provider Portal  
FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-913-5460 with any questions you may have.

Accounts  
Energy - My Provider Accounts

2 Items • Sorted by Account Name • Filtered by All accounts - Account Record Type

| Account...        | Provider County | Primary Category         | Provider Status | Em  |
|-------------------|-----------------|--------------------------|-----------------|-----|
| 1 Steve's Propane | Ashe            | Heating / Cooling Vendor | Submitted       | ste |
| 2 Steve's Propane | Wake            | Heating / Cooling Vendor | Enrolled        | ste |

**Pledge Payments**

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

**Total Pledged This Year: \$517.00**  
View All

**ALL CONTACTS**

| Name           | Account Name   | Title           | Phone |
|----------------|----------------|-----------------|-------|
| Steve DiGangio | Steve DiGangio | Energy Provider |       |

3. From the **COUNTY HOME PAGE** you may select **VIEW ALL** under the **PLEDGE PAYMENTS REQUESTING INVOICES** to view all pledge payment records that still do not have an associated invoice for this one account. You may also select **VIEW ALL** under **TOTAL PLEDGED THIS YEAR** which will show you all of the pledge payment records for this one account. Alternatively, you may select the **PLEDGE PAYMENT** sub-tab to view all the pledge payment records for this one account.



**NCDHHS Energy Provider Portal**

Home Provider Contracts Pledge Payments Provider Invoices Help

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   |

4. Another way to access pledge payments is to select the **PLEDGE PAYMENTS** tab from the navigation bar to view pledge payments for all your accounts.

**NCDHHS Energy Provider Portal**

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

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. The default list view on the **PLEDGE PAYMENTS** tab will show the most recent pledge payment records that you have viewed.



6. From the **PLEDGE PAYMENTS** tab, 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.

7. 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 your county DSS office.

8. 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.

|   | 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 |

9. Click on the 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, there is a search bar and a navigation menu with options: 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 button labeled 'New Provider Invoice'. Below the record, there are two columns of details. The left column lists: Account Number (345), Application Reference (456), Pledged Amount (\$150.00), Energy Provider (Steve's Propane), Account Holder's Name (Steve Rogers), Application Date (4/15/2022), and County (Wake). The right column lists: Account Number (345), Application Reference (456), and Pledged Amount (\$150.00). Below these columns is a section titled 'Payment Details' with a dropdown arrow. This section includes: Program Type (LIEAP), Payment Type (Regular), Payment Status (Payment Request Pending), Payment Reference (P7459886), and Payment Issue Date.

10. 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 on the top right corner of the screen.

**Notes:** 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 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**, however 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. 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 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: \_\_\_\_\_

Payment Type: \_\_\_\_\_

Payment Status: \_\_\_\_\_

Payment Reference: \_\_\_\_\_

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 Invoices (0)**

11. 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.
12. 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

13. 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.



## 9. Underpayments & Overpayments

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

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<br>345 | Application Reference<br>456 | Pledged Amount<br>\$150.00 |
|-----------------------|------------------------------|----------------------------|

Energy Provider  
[Steve's Propane](#)

Account Holder's Name  
Steve Rogers

Application Date  
4/15/2022

County  
Wake

Account Number  
345

Application Reference  
456

Pledged Amount  
\$150.00

▼ **Payment Details**

Program Type

Payment Type

Payment Status

Payment Reference

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 Invoices (1)   |                 |                    |                 |
|-------------------------|-----------------|--------------------|-----------------|
| 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've submitted the invoice with a different amount than the pledge payment, the



county staff will take corrective action. 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 (you received less than the invoice amount) 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 (you received more than the invoice amount), 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.



**Pledge Payment**  
Steve Rogers

Account Number: 2343424    Application Reference: 456    Pledged Amount: \$50.00

Energy Provider: Steve's Propane    Account Number: 345

Account Holder's Name: Steve Rogers    Application Reference: 456

Application Date: 5/6/2022    Pledged Amount: \$50.00

County: Wake

**Payment Details**

Program Type:

Payment Type: Underpayment

Payment Status:

Payment Issued:

Payment Reference:

Payment Issue Date: 5/6/2022

8. No action is required from you on a pledge payment record with a payment type of **OVERPAYMENT** or **UNDERPAYMENT**.

## 10. 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.

**NCDHHS**  
Energy Provider Portal

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

Link Accounts    Create Accounts    Submit Provider Accounts    New Vendor Agreements

Welcome To The North Carolina Energy Provider Portal

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 - My Provider Accounts

2 Items • Sorted by Account Name • Filtered by All accounts - Account Record Type

| Account ...       | Provider County | Primary Category         | Provider Status | Em  |
|-------------------|-----------------|--------------------------|-----------------|-----|
| 1 Steve's Propane | Ashe            | Heating / Cooling Vendor | Submitted       | ste |
| 2 Steve's Propane | Wake            | Heating / Cooling Vendor | Enrolled        | ste |

**Pledge Payments**  
Pledge Payments Requesting Invoices

This Month: 2    Last Month: 3

Total Pledged This Year: **\$517.00**



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.

The screenshot shows the 'Provider Invoices' section of the NC FAST application. At the top, there is a search bar labeled 'Search...'. Below the navigation bar, the 'Provider Invoices' section is active, showing a dropdown menu set to 'All' and a 'New' button. A search bar within the list view is highlighted with a red box and contains the text 'Search this list...'. Below this, there are 2 items listed in a table:

|   | 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     |             |             |

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 or by customer name. You can search by customer address, zip code, or the invoice record number.

7. Click on the invoice record to review the details of the invoice.

The screenshot shows the 'Provider Invoices' section after a search. The search bar at the top right contains '123 Eagle Way'. The list view shows 1 item:

|   | 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     |             |             |

8. To edit the invoice, click on any **PENCIL** icon.



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

9. 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 shows the 'Provider Invoice' form for 'Steve's Propane'. At the top, there is a search bar and navigation links for Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. The form displays the following information:

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

The form also includes a 'Pledge Payments' section with a table:

| PP-7638 |
|---------|
| PP-7638 |

Other fields include Service Address (123 Eagle Way), Service State (NC), Service City (Raleigh), and Service Zip Code (12345). The 'Current Amount Due' field is highlighted in yellow and contains the value \$200.00. The form also shows the Invoice Date (5/1/2022) and creation/modification details.

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

## 11. Create Additional Provider Accounts With The Same NCID

Utility providers that service multiple counties must have one Energy Provider Portal account for each county, for each category of utility they provide. In other words, a provider that services two counties with one utility will have two accounts, and a provider that services one county with two different utilities must also have two accounts. To create multiple accounts during the enrollment application process, please refer to the [SUBMIT A PROVIDER ENROLLMENT APPLICATION](#) portion of this job aid.

If you already have an existing Energy Provider Portal account, you may also create an additional account for another county/utility that you service.



1. Log in to the Energy Provider Portal using your NCID.
2. If you already have multiple accounts, select the **CREATE ACCOUNTS** button from the **PROVIDER HOME PAGE**.

The screenshot shows the NCDHHS Energy Provider Portal. At the top, there is a search bar and navigation tabs for Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. Below the navigation, there are buttons for Link Accounts, **Create Accounts** (highlighted with a red box), Submit Provider Accounts, and New Vendor Agreements. The main heading reads "Welcome To The North Carolina Energy Provider Portal". Below this, there is a section for "Accounts - My Provider Accounts" with a table listing 4 items. To the right, there is a "Pledge Payments" section showing "Pledge Payments Requesting Invoices" with "This Month: 0" and "Last Month: 0", and a "Total Pledged This Year: \$0.00".

| Accou... | Pro...       | Primary Category | Provi...                  | Email Address | Phone                  |            |
|----------|--------------|------------------|---------------------------|---------------|------------------------|------------|
| 1        | Heating R Us | Wake             | Heating / Cooling Vendor  | Submitted     | stevend@mailinator.com | 1112223333 |
| 2        | Heating R Us | Durham           | Heating / Cooling Vendor  | Submitted     | stevend@mailinator.com | 1112223333 |
| 3        | Heating R Us | Wake             | Water / Wastewater Vendor | Enrolled      | stevend@mailinator.com | 1112223333 |

3. If you only have one existing account when you log in, you will select **CREATE NEW PROVIDER ACCOUNTS** from the drop-down menu in the upper right-hand side of the **COUNTY HOME PAGE**.

The screenshot shows the county home page for "Heating R Us". At the top, there is a search bar and navigation tabs for Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. Below the navigation, there are buttons for Edit, Submit Provider Account, New Vendor Agreement, and **Create New Provider Account(s)** (highlighted with a red box). The main heading reads "Welcome to the North Carolina Energy Provider Portal". Below this, there is a section for "RELATED" and "DETAILS". Under "RELATED", there is a section for "Provider Contracts (1)" with a table listing one contract.

| Provider Contract       | Vendor Agreement Type          | Contract Status | Start Date |
|-------------------------|--------------------------------|-----------------|------------|
| <a href="#">PC-0498</a> | Home Energy Supplier Agreement | Submitted       | 5/19/2022  |



4. A **CREATE NEW ACCOUNTS** pop-up window will open, prompting you to fill in the enrollment application details for the new provider account.
5. Fill in all the details of the new provider accounts to enroll. 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.

**Create New Accounts**

Energy - Provider Portal Enrollment - Create Account

\* Provider / Company Name  
Heating R Us

\* Billing Street  
123 Main St

\* Billing City  
Raleigh

\* Billing Postal Code  
12345

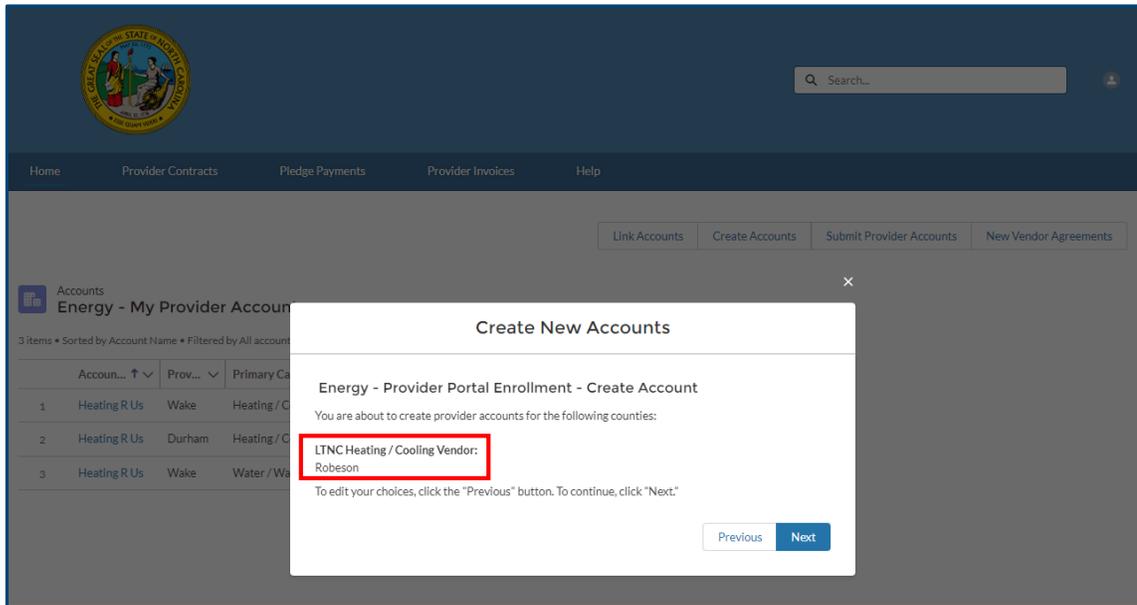
\* Billing State  
NC

\* Primary Category  
LTNC Heating / Cooling Vendor

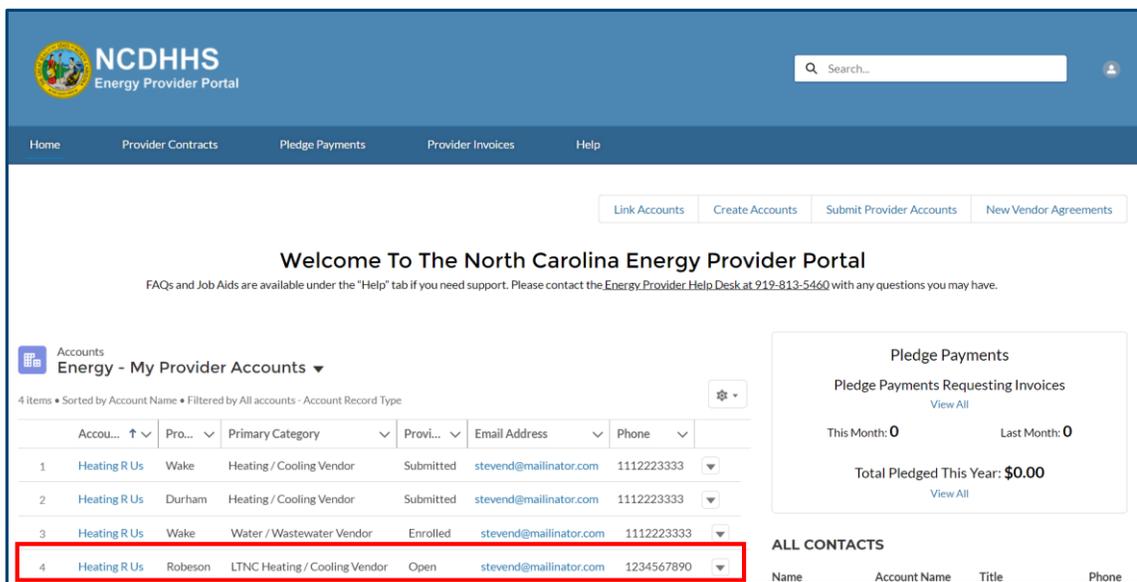
\* Primary Fuel Type  
Electricity

Submit

- Note:** The details such as Provider/Company Name, Billing Address, or Email Address of the newly created account do not need to match your existing provider account, however your FEIN or SSN will automatically be matched to your existing account.
6. Click **NEXT** to bring up the confirmation screen.
  7. Review the county/counties that you've selected and click **NEXT**.



8. Click the **HOME** tab and confirm that the newly created account is visible on the **PROVIDER HOME PAGE**.

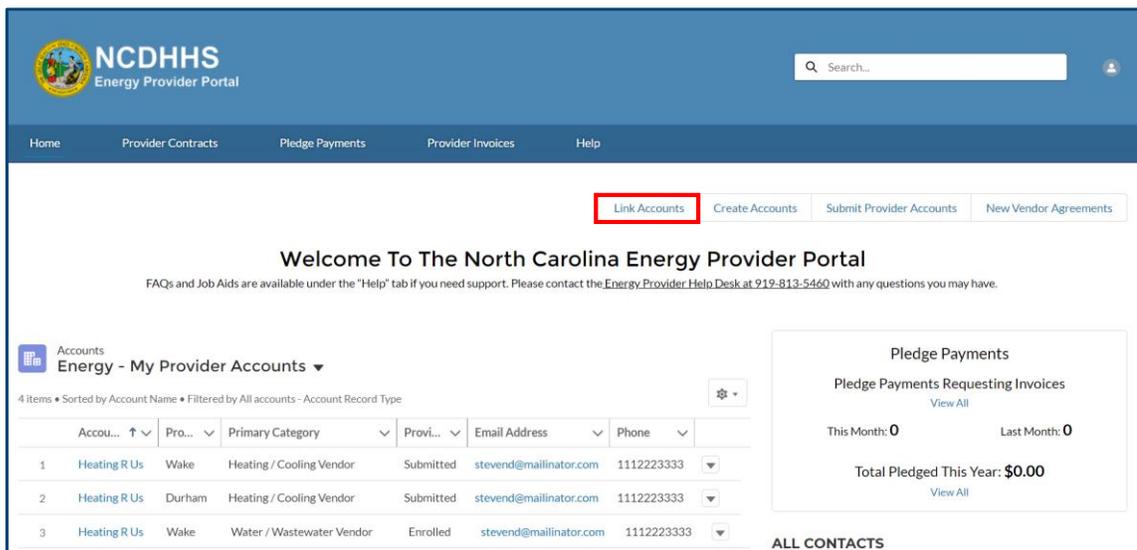


9. The new provider account will be in **OPEN** status and will need to be submitted along with a vendor contract before being able to generate invoices.

## 12. Link an Existing Provider Account To Your NCID

Utility providers that service multiple counties or provide multiple categories of utility must have one Energy Provider Portal account for each county/utility combination. If multiple accounts have already been created for your company and you want to consolidate access to your NCID, you have the option to do so for some or all of the accounts with the same FEIN/SSN.

1. Log in to the Energy Provider Portal using your NCID.
2. If you already have multiple accounts, you will see the **PROVIDER HOME PAGE**, a screen allowing you to select which specific account to operate in. Select the **LINK ACCOUNTS** button.



**NCDHHS**  
Energy Provider Portal

Home Provider Contracts Pledge Payments Provider Invoices Help

Link Accounts Create Accounts Submit Provider Accounts New Vendor Agreements

Welcome To The North Carolina Energy Provider Portal  
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 - My Provider Accounts

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

|   | Accou...     | Pro... | Primary Category          | Provi...  | Email Address          | Phone      |  |
|---|--------------|--------|---------------------------|-----------|------------------------|------------|--|
| 1 | Heating R Us | Wake   | Heating / Cooling Vendor  | Submitted | stevend@mailinator.com | 1112223333 |  |
| 2 | Heating R Us | Durham | Heating / Cooling Vendor  | Submitted | stevend@mailinator.com | 1112223333 |  |
| 3 | Heating R Us | Wake   | Water / Wastewater Vendor | Enrolled  | stevend@mailinator.com | 1112223333 |  |

Pledge Payments  
Pledge Payments Requesting Invoices  
View All  
This Month: 0 Last Month: 0  
Total Pledged This Year: \$0.00  
View All

ALL CONTACTS

3. If you only have access to one account when you log in, you will see the **COUNTY HOME PAGE** and must select **LINK ACCOUNTS** from the drop-down menu in the upper right-hand side of the screen.



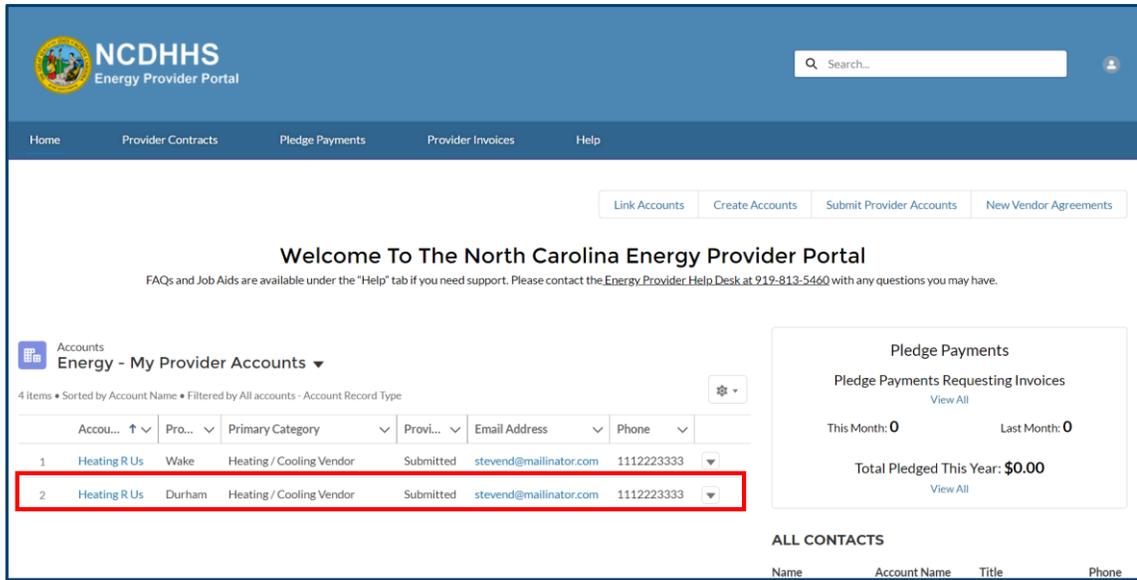
The screenshot shows the user interface of the North Carolina Energy Provider Portal. At the top left is the state seal. A search bar is located at the top right. Below the navigation menu (Home, Provider Contracts, Pledge Payments, Provider Invoices, Help), the account details for 'Heating R Us' are displayed. The details include: Provider County: Wake, Primary Category: Heating / Cooling Vendor, and Provider Status: Submitted. A dropdown menu is open, showing options: 'Create New Provider Account(s)' and 'Link New Provider Account(s)', with the latter highlighted by a red box. Below the account details, a welcome message reads: 'Welcome to the North Carolina Energy Provider Portal'. It includes instructions and a list of bullet points: '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.', and '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.'

4. A **LINK NEW PROVIDER ACCOUNT(S)** pop-up window will appear.
5. If there are any existing Energy Provider Portal accounts with the same FEIN or SSN, you can select which other county/utility accounts you want to add to your NCID access. To gain access to those accounts, select the corresponding checkbox next to each account (Name, County Primary Category) that you would like access to. Once you've selected all the accounts you want to access, select **NEXT**.

The screenshot shows the 'Link New Provider Account(s)' pop-up window. The window title is 'Link New Provider Account(s)'. The text inside reads: 'The following counties have accounts with the same FEIN/SSN. You can choose to associate to those accounts by selecting them and clicking next.' Below this text is a table with three columns: 'Account Name', 'County', and 'Primary Category'. The table contains three rows of data. The second row, 'Heating R Us' from 'Durham' with 'Heating / Cooling Vendor' as the primary category, is highlighted with a red box and has its checkbox checked. The other two rows have their checkboxes unchecked. At the bottom right of the pop-up window is a blue 'Next' button.

| Account Name                                     | County  | Primary Category              |
|--|---------|-------------------------------|
| <input type="checkbox"/> Heating R Us            | Robeson | LTNC Heating / Cooling Ven... |
| <input checked="" type="checkbox"/> Heating R Us | Durham  | Heating / Cooling Vendor      |
| <input type="checkbox"/> Heating R Us            | Wake    | Water / Wastewater Vendor     |

6. Click **NEXT** to add access to the account(s).
7. Click the **HOME** tab to see the **PROVIDER HOME PAGE** and confirm that you now have access to the account.



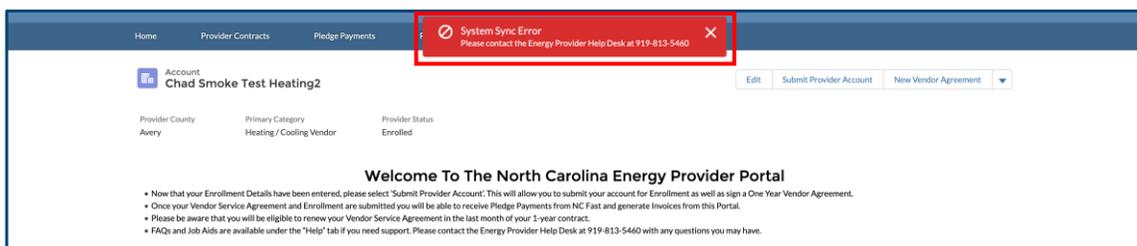
The screenshot shows the NCDHHS Energy Provider Portal interface. At the top, there is a search bar and navigation tabs for Home, Provider Contracts, Pledge Payments, Provider Invoices, and Help. Below the navigation, there are buttons for Link Accounts, Create Accounts, Submit Provider Accounts, and New Vendor Agreements. The main content area displays a welcome message and a table of accounts. The table has columns for Account Name, Provider, Primary Category, Provider Status, Email Address, and Phone. Two rows are visible, with the second row highlighted in red. To the right of the table, there is a 'Pledge Payments' section showing 'This Month: 0' and 'Last Month: 0', with a total pledged of \$0.00. Below the table, there is an 'ALL CONTACTS' section with columns for Name, Account Name, Title, and Phone.

| Account...     | Pro... | Primary Category         | Provi...  | Email Address          | Phone      |
|----------------|--------|--------------------------|-----------|------------------------|------------|
| 1 Heating R Us | Wake   | Heating / Cooling Vendor | Submitted | stevend@mailinator.com | 1112223333 |
| 2 Heating R Us | Durham | Heating / Cooling Vendor | Submitted | stevend@mailinator.com | 1112223333 |

### 13. 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.
3. 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.



The screenshot shows the NCDHHS Energy Provider Portal interface with a 'System Sync Error' message. The message is a red box with a white background, containing a red 'X' icon and the text 'System Sync Error' and 'Please contact the Energy Provider Help Desk at 919-813-5460'. Below the message, there is a table of accounts. The table has columns for Provider County, Primary Category, and Provider Status. One row is visible, with the provider name 'Chad Smoke Test Heating2'. Below the table, there is a 'Welcome To The North Carolina Energy Provider Portal' section with a list of instructions for users.

| Provider County | Primary Category         | Provider Status |
|-----------------|--------------------------|-----------------|
| Avery           | Heating / Cooling Vendor | Enrolled        |



4. Try to conduct the transaction again. If the error persists, contact the NC FAST Provider Support Center.
5. Any value that was changed prior to the sync failure will be automatically reverted back to its original value.
6. 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.

### 14. 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>   |
|-----------------------|---|
| 12/10/2021            | <ul style="list-style-type: none"> <li>• Update to process of creating multiple accounts for the same organization and linking multiple accounts to one NCID login</li> </ul>   |
| 6/17/2022             | <ul style="list-style-type: none"> <li>• Added new Primary Categories (Heating/Cooling and LTNC Heating/Cooling) as well as Fuel Type field</li> <li>• Updated process for enrolling multiple accounts</li> <li>• Added validations to prevent duplicate accounts</li> <li>• Added new fields to Pledge Payment records to indicate payment type, program, and status</li> <li>• Auto-close accounts if the Provider Status is Open for 12 months, or if the Provider Contract is expired for 12 months</li> <li>• Submit multiple Provider Contracts simultaneously</li> <li>• Contracts may be submitted with a start date 30 days in the past</li> <li>• Underpayment and Overpayment section added</li> </ul> |