

**NC Department of Health and Human
Services
April 2025
100 County Regional Meeting
Energy Topics**

Record Retention

As more and more counties transition to a paperless record keeping process, counties are reaching out regarding requirements for Energy record retention. Policy Section 125 was updated on March 28, 2025, updating the link to the record retention policy on the state website.

Records Retention DHHS



Record Retention

For counties with paper files or a secondary document imaging system, record retention for Energy cases is 7 years. For counties that use NC FAST to upload case file information, record retention is not an issue because NC FAST keeps records indefinitely.

Notices

Denials: Make sure you are selecting the correct denial reason on the notices.

8185: When doing a combined CIP & LIEAP application. Separate 8185s need to be sent to the household:

- Even if you are requesting the same items, CIP & LIEAP have different deadline timeframes and different base periods. The CIP deadline is 2 business days and the LIEAP deadline is 10 business days.
- CIP has no base period; income should be calculated using actual/anticipated income in the month of application. LIEAP base period is the month prior to application.

Common DSS-8185 Notice of Information Needed Errors



The due date on manual DSS-8185 is incorrect. Manual DSS-8185 due date displays calendar days instead of business days, or state/county holidays are not included in the calculation.

To avoid this mistake, it highly recommend to use the DSS-8185 in NCFast whenever possible. If a manual notice is necessary, the due date for required verifications must be calculated using business days.



DSS-8185 was not sent providing a specific interview date, time, and method for the applicant to complete the required interview.

Even if the applicant will not receive the DSS-8185 by the interview date, the DSS-8185 must include a specific date, time, and method for the interview to be completed.



When doing a manual 8185 notice, the question “Has DSS-8185 been sent?” was not updated in NC FAST to reflect the DSS-8185 being sent to reset the application due date timer.

Make sure whenever sending a DSS-8185 via NC FAST or manually to answer yes to that question in NC FAST, because the 8185 sent date field updates the timer for CIP and LIEAP application due dates.

Energy Reminders

CIP applications that are denied for failure to provide required verifications must be denied by the COB on the 2nd day, the day the DSS-8185 expires.

29 Apr. 2025

2nd Day

All LIEAP applications must be processed by April 29, 2025. After April 29, 2025, the LIEAP property will be turned off in NC FAST preventing any applications from being processed after the 29th.

An abstract geometric pattern featuring various shapes in two shades of blue/teal. The shapes include a large triangle at the top left, a semi-circle at the top right, a large 'C' shape in the center, a circle on the left, and a square at the bottom right. Several smaller, irregular teal shapes are scattered throughout the composition.

For CIP applications that require the applicant to pay a specified amount on their heating or cooling bill before their CIP application can be approved, this request must be requested on a DSS-8185. It is not acceptable to only inform the applicant of this requirement verbally.




Returned Payments

Returned payments for Energy can be entered into NC FAST for the prior fiscal year and current fiscal year. The only time a returned payment will be recorded on a 1571 would be if the return is prior to the previous fiscal year.



**Returned
Payments
400.07**

The only time a CIP supplemental payment is subject to return is at the discretion of the provider, once the balance is paid and a credit is remaining, if the provider does not allow credits that credit amount will be issued back to the County DSS office. If the payment is returned in the current fiscal year or the previous fiscal year from when it was issued, counties will complete the return/overpayment process in NC FAST.



Returned Payments 300.12

When Energy
Household has moved
after payment has
been issued.

If a household moves and leaves a credit balance with the energy provider, settlement of the credit is between the household and the energy provider. If the energy provider is aware of the household's new energy provider, the credit balance can be forwarded to the new energy provider. If the energy provider is unable to contact the household to settle a credit balance, the county is responsible for trying to locate the household. If the county is unable to locate the household, the credit balance should be returned to the local county agency. The local county agency would return the funds for current and prior fiscal year in NC FAST

Returned Payments 300.14

When Energy Household's LIEAP payment is more than the amount of the household's existing account balance.

The only time a LIEAP payment is subject to return is at the discretion of the provider, once the balance is paid and a credit is remaining, if the provider does not allow credits that credit amount will be issued back to the County DSS office.

Questions

