

Low Income Household Water Assistance Program (LIHWAP) for Vendors

Administered by Energy Services,
Inc. (ESI) in collaboration with the
Department of
Administration/Division of Energy,
Housing and Community Resources
(DOA/DEHCR)

Wisconsin Home Energy Assistance Program (WHEAP)

- WHEAP provides Heat and Electric assistance to income eligible Wisconsin Residents
- WHEAP is the mechanism to test income eligibility for Wisconsin Emergency Rental Assistance (WERA) and Low Income Household Water Assistance Program (LIHWAP)
- WHEAP, WERA, and/or LIHWAP, together provide more comprehensive services

Low Income Household Water Assistance Program (LIHWAP)

- Developed as part of the response to the COVID-19 pandemic
- Designed as an emergency program to provide water and wastewater assistance to eligible households

Applicant Process

WHEAP

- Customer applies for WHEAP
- Customer indicates water assistance need

LIHWAP

- Agency requests the water bill
- Agency issues crisis payment to water vendor using the Home Energy Plus (HE+) secured System

VENDOR

- Receives notification and payment
- Uses payment register to apply benefits accordingly

Payment Notifications

- Benefit extractions occur every Wednesday at 5pm
- If a utility's customer is part of a benefit extraction, the utility's 'Payment Contact' will receive an email from heatwebmaster@Wisconsin.gov
- The 'Payment Contact' logs in to the Home Energy Plus (HE+) System to obtain payment details

Payment Registers

1. Log in to the HE+ System
2. Click on the Organization Tab
3. Click on the Business Name

The screenshot shows the Home Energy+ web application interface. At the top left is the logo "homeenergy+" and at the top right is "[HEPlus Test]". Below this is a navigation bar with three tabs: "Dashboard", "Organization" (which is highlighted in green), and "Reports". Under the "Organization" tab, there is a section for "Organization Search" and "Actions". A red arrow points upwards from the "Actions" section towards the "Organization" tab. Below this is a section for "Organization" with the following details: "Organization Name" is "KAUKAUNA UTILITIES" with a help icon; "Legal Name" is blank; "Organization Level" is "Program"; "Is Active" is "Yes"; and "Website URL" is blank. Below this is a section for "Associated Businesses" which contains a table with two columns: "Business Name" and "Business Type Text". The table has one row with "KAUKAUNA UTILITIES" in the first column and "Vendor" in the second column. A red arrow points left from the "KAUKAUNA UTILITIES" text in the table.

Business Name	Business Type Text
KAUKAUNA UTILITIES	Vendor

Payment Registers

4. Click on the Payment Register Tab
5. Choose an Extraction Date and click View Payments

Business

Business text KAUKAUNA UTILITIES ⓘ

Organization KAUKAUNA UTILITIES

Is Active Yes

Program WHEAP

State Approval Required

Tax Number Type Employer Identification Number (FEIN)

Business Code

Business Type

Public Contact Number

Tax Id

General Contacts Contracts STAR Vendor **Payment Register**

Payment Register

Extraction Date: Select Extraction D... ▼

View Payments **Download Payments**

Payment Register Sample

Page 1 of Payment Register:

Vendor Name (business code) payment details for 11/10/2021 Extract

The information contained in this report is confidential and may be used only for purposes of verifying eligibility for the Wisconsin Home Energy Assistance Program (WHEAP).

Acct Number Acct Name	Full Name	Address	Type	Service Type	County or Tribe	Amount
123456 John Doe	JOHN DOE	125 W TENTH ST,ELKHORN WI 53121-1653	CRPAY	LIHWAP CAA- WA	WALWORTH	\$200.00
123456 Jane Doe	JANE DOE	123 WEST ST LOWR,ELKHORN WI 53121-1653	CRPAY	LIHWAP CAA- WWA	WALWORTH	\$200.00
123456 Joe Smith	JOE SMITH	222 E FIRST ST LOWR,ELKHORN WI 53121-1653	CRPAY	LIHWAP CAA- MWA	WALWORTH	\$200.00

Payment Register Sample

Page 2 of Payment Register:

Summary for 11/10/2021

Fund	Count of Paid and Cancelled Transactions	Paid	Cancelled	Refunded - System (Recapture)	Check Amount
LIHWAP CAA	3	\$600.00	\$0.00	\$0.00	
Total	3	\$600.00	\$0.00	\$0.00	\$600.00

Year To Date Total	21	\$3,158.00	\$0.00	\$0.00	\$3,158.00
---------------------------	-----------	-------------------	---------------	---------------	-------------------

Check Details

Payment Date

Check/Payment #

Document Identification Number (DOCID) 21000055013

Check amount \$600.00

Cancellations, Recaptures, and Repayments

WHEAP PAYMENT CANCELLATION POLICY: HTCAN, PBCAN, CRCAN, AND PCCAN recapture in next payment(s) made to vendor. Refer to the vendor refund policy, contact the local agency, or the WHEAP Help Desk at 608.267-3680 or heat@wisconsin.gov for more information.

Payment Register Sample

Page 3 of Payment Register:

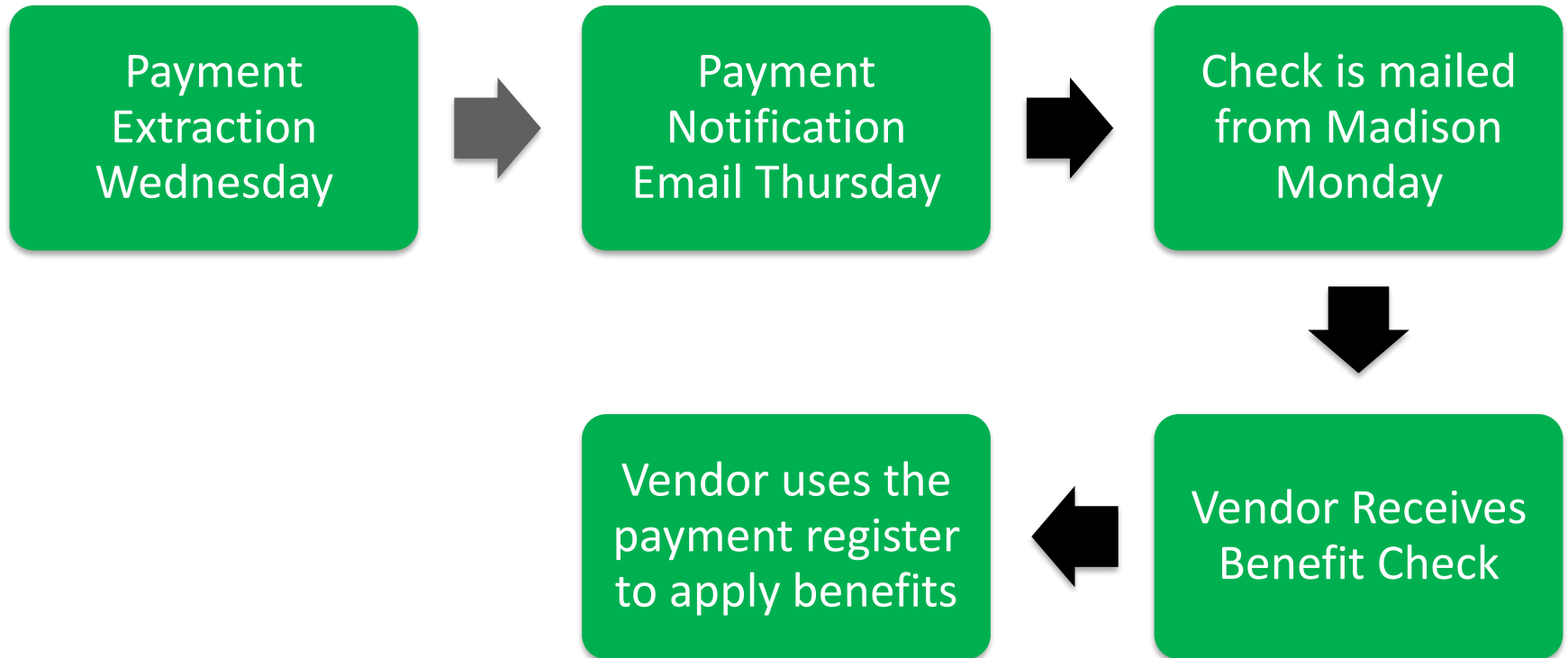
Outstanding Amount to be Recaptured:

Applicant Name Acct # Acct Name	Service Type	App Number Payment Date Cancelled Date	Paid Amount	Previously Refunded Amount	Refunded - Manual (Paid by Check) in Current Extraction Check Date Check Number	Refunded - System (Recapture) in Current Extraction	Remaining Amount to be Recaptured

Service Type Abbreviation-to-Text Key

Service Type Abbreviation	Service Type Text
LIHWAP CAA-MWA	Multiple Water Assistance
LIHWAP CAA-WA	Water Assistance
LIHWAP CAA-WWA	Waste Water Assistance

Payment Process Flow



Credits

- In the event a LIHWAP benefit payment results in a credit balance for any customer, and the account is no longer active i.e. the applicant moves, the difference of the LIHWAP benefit shall be issued back to the Division as a refund. LIHWAP benefits are based on the sole eligibility of the LIHWAP applicant at the address of the LIHWAP crisis application. Any existing eligible benefits resulting in a credit balance, shall not be transferred to any other entity. All payment and credit questions shall be coordinated with the Division by contacting the Energy Help Desk at heat@wisconsin.gov or by calling (608) 267-3680.

LIHWAP Partners

- Energy Services Inc (ESI) is the designated agency administering LIHWAP applications
- In addition to LIHWAP, ESI also administers the WHEAP and WERA programs statewide.
- Customers in need of energy, rental or water assistance can call ESI to apply at 1-800-506-5596

LIHWAP Questions

- All payment and credit questions shall be coordinated with the Division by contacting the DEHCR Help Desk at heat@wisconsin.gov or by calling (608) 267-3680.
- To become a registered LIHWAP vendor, please contact the DEHCR Help Desk at heat@wisconsin.gov or by calling (608) 267-3680.