

Iowa LIHEAP Program Notice 24-03

March 18, 2024

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To: Executive Directors and LIHEAP Coordinators

From: Bill Marquess, LIHEAP Program Manager

Date: March 18, 2024

Re: Changes to Iowa LIHEAP Policy and Procedures Manual

Effective Date: March 20, 2024

Iowa LIHEAP FY24 Policy and Procedures Manual

Listed below are notable changes to the *Iowa LIHEAP Policy and Procedures Manual* for the FY24 program year.

- **15.60 Service Continuity – Energy**

- This notice sets an effective date of **March 20th, 2024** for the start of ECIP Service Continuity to allow for a proactive approach to the end of Iowa's winter moratorium.
- This notice also requires that an imminent threat of disconnection be present when approving Service Continuity assistance. Disconnection can be considered "imminent" when:
 - 1) A disconnect notice has been issued and/or a date of disconnection is specified by the vendor
 - 2) A customer is on a payment arrangement with the vendor and cannot meet the minimum requirement of that arrangement, thus resulting in disconnection
 - 3) The vendor has public-facing materials that plainly state the amount of time allowed between when a payment is due and when disconnection will occur if payment is not made, and the customer is within that window of time

Note - Being past-due on a bill, but not meeting any of the 3 criteria described above, should not be considered an imminent threat of disconnection.

Agencies that are unsure if a particular customer qualifies for Service Continuity under the 3 criteria above should contact the state LIHEAP office for further guidance.