
ENERGY PROGRAMS
EP-100 PROGRAMS & PRUDENT PERSON PRINCIPLE

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CHANGE #7-2024

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100.01 GENERAL INFORMATION

The North Carolina Division of Social Services administers the following Energy Programs. Eligibility requirements for each program can be found in the manual section shown.

- A. Low Income Energy Assistance Program (LIEAP) provides a one-time annual vendor payment to help eligible families pay their heating expense. (Section 300)
- B. Crisis Intervention Program (CIP) serves individuals and families who are experiencing or in danger of experiencing a heating or cooling related crisis. (Section 400)
- C. Duke Energy Progress Share the Light provides heating and cooling assistance to Duke Energy Progress customers who reside in a county served by the company. (Section 500)
- D. Piedmont Natural Gas Share the Warmth Program provides heating assistance for households residing in a county that is served by Piedmont Natural Gas. (Section 520)
- E. Wake Electric Round Up provides heating and cooling assistance to Wake Electric customers who reside in a county served by Wake Electric Membership Corporation. (Section 540)
- F. Haywood Electric Company's Helping Each Member Cope (HEMC) assists household with heating and cooling needs in counties that Haywood Electric Membership Corporation provides residential service. (Section 560)
- G. Weatherization Assistance Program (WAP) and Heating and Air Repair and Replacement Program (HARRP) provides funds to local community action agencies for the purchase and installation of materials to help make homes more energy efficient. Although these programs are partially funded through the Low Income Home Energy Assistance Program (LIHEAP) Block Grant, they are administered through the Department of Environmental Quality (DEQ) (Section 580)
- H. Duke Energy Progress NC Rate Resettlement Fund provides heating and cooling assistance to Duke Energy Progress customers who reside in a county served by the company. (Section 620).

100.02 PRUDENT PERSON PRINCIPLE

The policies and procedures included in this manual are rules for determining eligibility, delivering benefits, and administering the programs. It is impossible to foresee and give examples for all situations. Caseworkers are encouraged to use

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reason and apply good judgment in making decisions when rare and unusual situations are encountered. Decision-making should be based on the best information available, prudent judgement, program knowledge, experience, and expertise in a situation. Document the rationale used to make an application decision along with any applicable Policy Manual references and policy interpretations.

NOTE: Use of the prudent person principle does not replace required actions of the caseworker, nor does it eliminate any Energy programs eligibility requirements.