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**ENERGY PROGRAMS**  
**EP-540 WAKE ELECTRIC ROUND-UP PROGRAM**

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**Change #03-2024**  
**September 16, 2024**

**540.01 GENERAL INFORMATION**

- A. Wake Electric Round-Up Program (WERU) is funded 100% from monies contributed by Wake Electric Membership Corporation (WEMC) customers and employees. Allocations are made **only** to counties that have WEMC residential customers (Figure 540-1) and are based on the number of WEMC residential customers in each county. Counties spend the money until the funds are exhausted or until the end of the state fiscal year (SFY). If funds are remaining at the end of the SFY, the money is carried forward to the next SFY.

The following sections of the Energy Programs manual also apply to WERU:

	Section	Section Number
1	Contracting and Vendor Agreement	120
2	Retention	125
3	Appeals and Hearing Process	135
4	Overpayments and Fraud	140
5	Household Composition	150
6	U. S. Citizenship and Non-Citizens	175
7	Energy Programs Outreach Plan	200
8	<b>Crisis Intervention Program</b>	<b>400</b>

- B. Explore the possibility of a WERU payment prior to providing Crisis Intervention Program (CIP) assistance. (In order to receive CIP funds, a household must be unable to obtain timely or appropriate assistance from other sources.)
- C. Households do not have to heat with electricity to be eligible. **A household must be experiencing a heating related crisis. A household is in a crisis if it is currently experiencing or is in danger of experiencing a life-threatening or health-related emergency and sufficient, timely, and appropriate assistance is not available from any other source. Life-threatening is defined as a household which has no heating or cooling source or has a disconnect, final or past due notice for their primary heating or cooling service and the health or well-being of a household member would be in danger if the heating or cooling crisis was not alleviated**

**540.02 ELIGIBILITY REQUIREMENTS**

- A. Counties must begin taking applications when their WERU Program allocation is received. (See 540.04.)

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- B. A household must be a Wake Electric Membership Corporation (WEMC) residential customer. All households must provide a copy of their current WEMC bill with the name of the applicant printed on the bill. **If the bill is not in the applicant's name, the applicant needs to provide a written statement from the person whose name is on the bill stating the applicant is responsible for paying the bill with a signature, date and phone number.** Pledges will not be accepted for applicants with outstanding uncollected accounts until arrangements are made for paying their outstanding debt.

**NOTE:** An applicant may still apply for Wake Electric Round-Up if their electricity bill is not in their name; however, the above procedure has to be completed. The county will need to verify with WEMC that the applicant has made an arrangement.

- C. A household must be experiencing a heating or cooling related crisis. Refer to 540.05 for guidelines on how to assess whether a crisis exists.
- D. A household must have countable **gross** income at or below 150% of the current poverty level. (See 540.06.)
- E. Assistance must be authorized within 18 to 48 hours. (See 540.04, E.)
- F. Benefits cannot exceed \$200 per application and \$200 per fiscal year.
- G. There must be a signed vendor agreement where households can receive a WERU Program payment. (See 540.03.)

**540.03 VENDOR AGREEMENT (See Section 120, Contracting and Vendor Agreement)**

The purpose of a vendor agreement is to ensure that the vendor does **not** treat recipients adversely.

**County Responsibility for Negotiating Vendor Agreements**

Whenever the local county agency chooses to make a voucher or vendor payment or issue a two-party check, it is required to enter into an agreement with the vendor. In some instances, the payment will be to a landlord which makes him an energy supplier. Therefore, a vendor agreement is required.

- A. A. Vendor Agreements must be renegotiated each year. To ensure that applicants receive benefits without delay, you should negotiate vendor agreements at the time you become aware of a new vendor. **Vendor agreements must be completed annually by the provider in the Energy Provider Portal. If providers need assistance they can email the Energy Business team at [energy.providers@dhhs.nc.gov](mailto:energy.providers@dhhs.nc.gov) or call the Energy Provider Portal helpdesk at 919-813-5460 Monday through Friday between 8:00 am and 6:00 pm. The Energy Portal website <https://www.ncdhhs.gov/divisions/social-services/energy-assistance/energy-provider-portal> provides job aids, video guides and other helpful information on the portal.**

**540.04 APPLICATION PROCESS**

Everyone who wishes to apply must be given the opportunity to apply without delay. The applicant must be allowed to sign an application, DSS-8178, on the day he appears at the **local** county **agency** or appears at an agency that is taking applications per the county's plan. (See EP-200.)

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**A. Acceptance Of Application**

Application taking must begin on the first working day of July and continue until the WERU Program allocation is exhausted or until the end of the current SFY, whichever occurs first.

1. The applicant or their representative must apply for the WERU Program in the county in which the household resides. The applicant must be a resident of North Carolina.
2. When you receive a request for assistance by mail or telephone and a crisis is indicated, follow-up within **one business day** to schedule an interview. If the request is made by an individual who would have difficulty coming to a local county agency or outpost office, obtain the information for the application by telephone **and complete the application with a telephonic signature. If verification is needed send a DSS-8185 requesting necessary verifications. The date of application is the date the applicant was interviewed and consented to the telephonic signature for telephone applications only.** (See Section EP 400 for more information regarding telephone interviews.) **For any client that declines the option of telephonic signature, mail the DSS-8178, Energy Programs Application to the applicant. Do not key an application in NC FAST until the signed DSS-8178 is returned. The county is responsible for keeping a record of applications being mailed.** If a life-threatening situation exists, a home visit to obtain the needed information may be necessary if the information cannot be obtained by some other means.
3. If the applicant or their representative decides not to apply, complete the inquiry. Include as much information about the situation as possible.
4. You must research your county files to determine if anyone listed on the DSS-8178 has received WERU Program funds before.

**B. Who must be included in the application?**

The same rules apply as those in the Low Income Energy Assistance Program (LIEAP). See Section 150 for instructions on who must be included.

**C. Explanation Of Rights and Responsibilities**

1. Explain to the applicant **they have** the right to:
  - a. Receive assistance if found eligible.
  - b. Have any person participate in the interview for determination of eligibility.
  - c. Be protected against discrimination on the grounds of race, creed, or national origin by Title VI of the Civil Rights Act of 1964. **The applicant** may appeal such discrimination through Section 504 of the Disability Act.
  - d. Have any information given to the agency kept in confidence.
  - e. Appeal if:

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- (1) **The applicant was** denied the right to apply for assistance on the same day **the applicant or their** representative went to the **local agency**;
  - (2) **The applicant's** application was denied;
  - (3) **The applicant's** assistance was incorrect based on the county's interpretation of State policy, **or**
  - (4) A decision is not made on **the applicant's** application within 24 to 48 hours.
- f. Reapply at any time.
  - g. Withdraw from the assistance program at any time.
2. Explain to the applicant, they have the responsibility to:
    - a. Provide the **local** county **agency** with the necessary information which can be used to locate and obtain information needed to determine eligibility; **and**
    - b. Report immediately to the **local agency** the receipt of benefits which they know to be erroneous. If they do not report such incorrect payments, they may be required to repay any overpayment.
  3. Explain the meaning of fraud to the applicant.

**D. Completion Of the DSS-8178 During the Application Interview**

1. Document the applicant's responses to the questions **in NC FAST**.
2. As part of the interview process, determine what other services may be appropriate to meet the crisis. Document **in NC FAST** which services were provided.
3. The applicant must sign the DSS-8178.

**Note: Please see CIP policy section 400.03 Application Requirements for signature guidance.**

**E. Eligibility Determination**

When you complete the interview, verify all necessary factors of eligibility to determine if the household is eligible. The household must meet the following eligibility criteria in order to be eligible for WERU Program.

1. Income

The household meets income eligibility if the total household's members' countable income is equal to or less than 150% of the current poverty level. Use the chart in Section 400 of the Energy Manual **for** income limits.

**Refer to the Income Section of the Integrated Policy Manual at <https://economicbenefits.nc.gov> for types of income to count, how to verify income and which income deductions and base periods to apply.**

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To determine income eligibility, use actual income received (and anticipated to be received) in the month of application.

2. A crisis situation must exist. See 540.05.
3. Document eligibility verification **in NC FAST**.
4. Receipt of the WERU Program benefits does not affect a household's eligibility for LIEAP, CIP, Emergency Assistance, etc.

**540.05 CRISIS DETERMINATION AND DOCUMENTATION**

A household is in a crisis if the A household is in a life threatening or health related crisis if the heating or cooling source is disconnected, or the household is currently experiencing or is in danger of experiencing a life-threatening or health-related emergency due to lack of heating/cooling, and sufficient, timely, and appropriate assistance is not available from any other source.

**NOTE:** Life-threatening is defined as a household which has no heating or cooling source or has a disconnect, final or past due notice for their primary heating or cooling service and the health or well-being of a household member would be in danger if the heating or cooling crisis was not alleviated.

**A. Crisis Determination**

1. Guidelines For Determining If a Crisis Exists

The following guidelines are considered to support a decision that a crisis exists. If the answer to all the questions below is No, the applicant is not experiencing a crisis. If the answer to one or more questions is Yes, it may be determined that a crisis exists. Counties must use prudent judgement. This is not an **all-inclusive** list.

Consider the following guidelines to determine if a crisis exists.

- a. Has the family experienced an event beyond its control?
  - (1) The household is experiencing unusual and/or unexpected expenses; **or**
  - (2) There is a decrease in the household's income.

**NOTE:** If there is no unusual and/or unexpected expense, no decrease in the client's income, or if the client has misspent their income, the household may still be considered to be in a crisis situation if the answer to "b." is Yes.
- b. Is there no source of heating or cooling, or is the source of heating or cooling in jeopardy?
  - (1) The fuel supply is exhausted or terminated.
  - (2) The notice has been received notifying the household of termination of the heating source; **or**
  - (3) The heating source is in need of repair.

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- c. Once you determine a crisis exists, you must still determine if payment is needed to meet the crisis, or if there some other way to alleviate the situation?
- (1) Does the applicant have sufficient resources, such as a savings or checking account, to alleviate the crisis **themselves**? Explore
  - (2) whether other family members may be able to offer assistance or support;  
**or**
  - (3) Explore with the applicant whether **they** or a member of the household will have income **or resources** that can be used to meet the emergency.  
**Document in NC FAST what the applicant reports.**
  - (4) Decide whether there are other community resources that can be used to alleviate the crisis.
  - (5) Will the fuel supplier agree to continue service until the applicant receives **their** next check?
  - (6) Explore if the applicant has a history of being in a crisis situation. If so, it is preferable to use other resources to assist in alleviating the situation. To maximize the \$200 limitation in WERU Program, explore all other resources to assist in alleviating the situation.

**Note: History of being in a crisis situation has no bearing on the eligibility of the application. An application cannot be denied for history of crises or if the household does not have income or resources to prevent future crises.**

2. Verification and Documentation

- a. Verify that a crisis exists by either:
- (1) Accepting the applicant's statement, unless questionable.
  - (2) Viewing bills; **or**
  - (3) Contacting collaterals, such as neighbors, vendors, landlords, etc.
- b. Documentation should include but not be limited to:
- (1) Date of application.
  - (2) Statement of crisis; **and**
  - (3) Method of verification.

If you use the applicant's statement, document what he says and the date. When you use other evidence, show the type of document used and the date. When using collaterals, show the collateral's name, date, and statement.

**Document in NC FAST.**

**B. Time Frames for Authorizing Assistance**

1. Time Frame for Authorizing Assistance When Crisis **Is Not** Life-Threatening

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If a household is experiencing a crisis which is not life-threatening, authorize benefits within 48 hours (2 days). This does not mean issuance of benefits, but you must authorize eligibility to alleviate the crisis. These deadlines apply even if another agency is taking the application.

2. Time Frame for Authorizing Assistance When Crisis **Is** Life-Threatening

If a household is experiencing a life-threatening situation, authorize benefits within 18 hours. This does not mean issuance of benefits, but you must authorize eligibility to alleviate the crisis. These deadlines apply even if another agency is taking the application.

**C. Notification of Eligibility**

1. If assistance is **approved**, use the **NC FAST** System to complete a DSS-8107.
2. If assistance is **withdrawn or denied**, use the **NC FAST** System to complete a DSS-8107.

3. Time Frame for Denying Assistance

If the household is determined ineligible for assistance, applications must be denied within 18 hours if identified as an emergency application or 48 hours if the household is determined to be a non-emergency application.

**540.06 BENEFIT LEVELS AND LIMITATIONS**

- A. A household may receive benefits more than once during a fiscal year which is defined as **July through June**.
- B. The maximum benefit that can be paid to a household during a fiscal year is \$200. There is no requirement that a household must receive \$200 in a fiscal year.
- C. Benefits may vary based upon the severity of the crisis and the services needed; however, benefits cannot exceed \$200 per application.
- D. If more than \$200 is needed to alleviate the crisis, you must:
  1. Determine if there are other community resources that can be used in conjunction with the \$200 or by including CIP funds;
  2. Negotiate with the vendor to alleviate the crisis for \$200; **or**
  3. Counsel the applicant on any available options which can be used. However, apply this option only if you are unable to alleviate the crisis using 1 or 2 above. If you are unable to alleviate the crisis by one of the means listed above, **deny the application**.
- E. Heating and Cooling Assistance
  1. At the time of application, a household may be assisted with Wake Electric bills only as long as the payment does not exceed the maximum benefit allowed per application.

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2. Funds can be used to assist households with reconnection charges.
3. Funds cannot be used to prevent a crisis.
4. Funds **are not** to be used for:
  - a. Paying for repairs.
  - b. Purchase of space heaters, etc.; **or**
  - c. Assistance to households whose only crisis is lack of refrigeration.
  - d. Purchasing or installing air conditioners
  - e. Purchasing fans
  - f. Unauthorized or illegal usage fees associated with return checks and/or meter tampering charges.
5. Funds **can be** used for:
  - a. Paying deposits, or
  - b. Paying electric bills.

**540.07 METHOD OF PAYMENT**

- A. Heating or cooling assistance payments must be made in **one** of the ways listed below. **No** other payment method is acceptable.
  1. County-issued check to Wake Electric ;
  2. A direct deposit payment that the provider has enrolled through FIS (EBTedge Portal), website link: [Provider Login \(ebtedge.com\)](https://www.ebtedge.com); **or**
  3. A voucher/vendor payment.
- B. A household may **never** receive cash assistance to purchase items. **All payments go directly to the energy provider. All return payments should be issued back to the local county DSS office and not to the applicant.**

**540.08 OTHER SERVICES**

See Energy Manual Section EP-200, Energy Programs Outreach Plan.