

CHANGE NOTICE FOR MANUAL

DATE: April 30, 2026
MANUAL: Energy Programs Manual
TO: County Directors of Social Services
CHANGE NO: 02-2026
SUBJECT: Policy Update
EFFECTIVE: May 1, 2026

I. BACKGROUND

The purpose of this change notice is to update the Low-Income Assistance Program (LIEAP) manual sections addressing terminated income and the LIEAP processing timeframe. Policy has been updated to allow 20 business days to process all LIEAP applications and removed the requirement to process LIEAP applications that did not require verifications by the 10th business day. Policy has also been updated to address terminated income in the base period and the month of application.

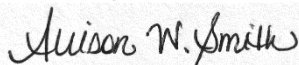
II. SPECIFIC CHANGES

Section 300.02E- Application Requirement: deny on the 20th day from the date of application.
Section 300.05C- Application Procedure for Telephonic Interviews.
Section 300.06A2(b)- DSS-8185, Notice of Incomplete Application request timeframe remains 10 business days.
Section 300.06B2(a)(b)- Requested Information Returned, processing deadline is 20 business days for all applications.
Section 300.09 Income & Deductions, when applicant reports terminated income, count actual income received in the month of application.

III. IMPLEMENTATION INSTRUCTIONS

This new policy will be effective May 1, 2026. Submit any questions regarding this policy to DSS.Policy.Questions@dhhs.nc.gov

Sincerely,



Allison W. Smith,
Deputy Director, Economic and Family Services
AWS/js

Attachments (1):
EP-300