

CHANGE NOTICE FOR MANUAL

DATE: July 14, 2025
MANUAL: Energy Programs Manual
TO: County Directors of Social Services
CHANGE NO: 04-2025
SUBJECT: Policy Updates
EFFECTIVE: July 15, 2025

I. BACKGROUND

The purpose of this change notice is to add the new Energy Program Integrity policy.

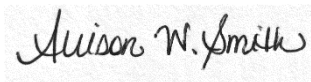
II. SPECIFIC CHANGES

- EP 140- Requirements for Establishing Recipient Claims
 - 140.01: General Policy
 - 140.02: Types of Claims
 - 140.03 Determining the Claim Type
- EP 141- Agency Errors (AE)
 - 141.01: General Policy
 - 141.02: Determining the Over-Issuance amount
 - 141.03: Determining the Over-Issuance Amount When Verification Cannot Be Obtained
 - 141.04: Client Interviews
 - 141.05: Collecting the AE Claim
 - 141.06: Claims Record Retention
- EP 142- Inadvertent Household Errors (IHE)
 - 142.01: General Policy
 - 142.02: Determining the Over-Issuance Amount
 - 142.03 Determining the Over-Issuance Amount When Verification Cannot Be Obtained
 - 142.04: Client Interviews
 - 142.05: Collecting the IHE Claim
 - 142.06: Request for a Hearing
 - 142.07: Methods of Payment
 - 142.08: DOR Intercept Requirements
 - 142.09: North Carolina Education Lottery (NCEL) Interceptions
 - 142.10: Claims Retention

III. IMPLEMENTATION INSTRUCTIONS

This new policy will be effective July 15, 2025. Submit any questions regarding this policy to DSS.Policy.Questions@dhhs.nc.gov

Sincerely,

A handwritten signature in black ink that reads "Allison W. Smith". The signature is written in a cursive style and is placed on a light gray rectangular background.

Allison W. Smith, Deputy Director
Division of Social Services, Economic and Family Services
AWS/ah

Attachments (1):

EP-140