

## Home Energy Assistance Program Vendor Refund Policy

The following is guidance of the Wisconsin Home Energy Assistance Program refund policy for vendors to be followed where credit balances of WHEAP payments exist.

1. Credit Balances  
If no change occurs in the residence of the WHEAP recipient and the recipient retains the same supplier with an active account; the credit balance of WHEAP funds remains with the supplier until exhausted.
2. Unclaimed Credit Balances  
In the event there is a balance of WHEAP funds remaining on an account AND the account becomes inactive, AND the supplier is unable to locate the customer, the balance of funds is to be returned by check to the Division with the information listed in number seven.
3. Move Within State & Change of Fuel Supplier  
If the recipient changes fuel suppliers, fuel type, or moves to another residence within the state and has a relationship with a new fuel supplier; then the supplier holding the credit balance of WHEAP payment MUST TRANSFER THE BALANCE TO THE NEW FUEL SUPPLIER OR NEW ACCOUNT.  
  
EXCEPTION: In the event a recipient changes electric providers and the new electric provider is not a participant of the State Public Benefits program, any non-heating electric credit balance is to be returned to the Division with the information listed in number seven.
4. Move and No Relationship with Fuel Supplier  
When a WHEAP recipient moves his or her household and as a result the recipient has no direct relationship with a fuel supplier, the following must occur:
  - a) Any credit balance of regular heating is to be transferred by check or cash to the recipient.
  - b) Any credit balance of regular PB payments or crisis payments is to be returned by check to the Division with the information listed in number seven.
  - c) Notification to Landlords of the amount of remaining fuel in tanks of WHEAP recipient tenants who have moved from residence. Landlords must issue a refund to the WHEAP recipient tenant for the amount of fuel remaining. If unable to locate the WHEAP recipient tenant, the Landlord shall issue a refund to the Division with the information listed in number seven.
5. Move Out of State  
When a WHEAP recipient moves out of Wisconsin any credit balance of regular heating payments is to be transferred to the recipient within 30 days of the move.  
  
In the event an out of state forwarding address is unavailable, the supplier must follow the procedures listed in item number two or number three of the Refund Policy. Any balance of regular PB payments or any crisis payment is to be returned by check to the Division with the information listed in number 7.
6. Deceased Recipient — In the event a credit balance remains and the account is closed, the credit will be refunded to the program. Submit a check to the Division with the information listed in number seven.
7. Return Address for Refunds to the State of Wisconsin  
Mail refunds to:  
  
DOA/DIVISION OF ENERGY, HOUSING & COMMUNITY RESOURCES  
Attn: WHEAP Refund  
P. O. Box 7970  
Madison, WI 53707-7970  
  
Refunds must include the following information:
  - Customer's name;
  - Customer's address;
  - Name of agency where customer applied for WHEAP assistance;
  - Date of energy assistance check;
  - Reason for the return; and
  - Type of funds. (i.e.: regular heating, regular PB or crisis)
8. Supplemental WHEAP Payment — In program years where the Division releases a supplemental WHEAP payment, it will be treated as part of the original benefit of the current heating season.
9. Vendor Payments — All regular heating and regular PB payments made to a fuel supplier shall be applied to current heating season costs. WHEAP payments that exceed current heating season costs shall be applied as credit to the customers' account. Credit balances shall be handled in accordance with the policies of this agreement. Any balance remaining shall be credited to the customer's account.
10. Incorrect Payments  
  
All suppliers are required to review the weekly payment register for accuracy of regular heating, regular PB and crisis payments. In the event a regular heating or regular PB payment is made to a supplier in error, the vendor should contact the local agency (listed on the payment register) where the client applied for WHEAP benefits. Local Agencies must be contacted within 30 days to correct the error. Regular Heating and regular PB payments made in error must be corrected by the local WHEAP agency and will be refunded from the next WHEAP payment made to the supplier. In the event a crisis payment is made to a supplier in error, a check for the amount of the payment error must be returned to the state using the return information in item number seven.