

General Information Memorandum

ISD GI-16-59

TO: ISD Employees

FROM: Sean Pearson, Deputy Secretary, Income Support Division 

RE: LIHEAP screen modifications in Aspen to capture primary heat source and electricity vendor information

DATE: August 31, 2016

Effective October 1, 2016 changes to Aspen screens will be made to capture primary heat source and electricity vendor information.

Aspen has incorporated two new screens to capture the Primary Heat Source and Electricity vendor information as follows:

- Screen Name: Energy Usage - Details.
- This screen shall always be queued as the last screen in LIHEAP Service Request logical unit of work (LUW).
- This screen shall have the following three sections:
 - Service Details
 - Primary Heat Source Vendor
 - Electricity Vendor
- This screen shall be made read only and not editable after the LIHEAP request is certified.
- Service Account Address shall not be captured on this screen

The “Utility Type” field shall be defaulted to blank under “Utility Expense Details” section described below:

- When the Primary Heat Source answer on the “Energy Usage – Details” screen is selected as “Not Provided”, a HUMAD requesting primary heat source information shall be sent to the client.
- When the question “Applicant has Electric Account” on the “Energy Usage – Details” screen is answered as “Not Provided”, a HUMAD requesting electric information shall be sent to the client.
- A new form LHP 013 shall be generated along with the HUMAD when a LIHEAP application pends due to missing Primary Heat Source and/or Electric information.

LHP 013 and Aspen screen shots attached. If you have any questions or comments, feel free to contact Sharon Rivera at 505-827-7267 or by email at Sharonm.Rivera@state.nm.us.

LIHEAP Energy Usage - Details

Case Name: [REDACTED] Case #: [REDACTED] Case Action: [REDACTED] Case Status: [REDACTED]

Reset Cancel Previous + Continue

Service Details

LIHEAP requested for: Natural Gas

• Applicant Primary Heat Sources are as LIHEAP request: [Dropdown]

• Primary Heat Source: [Dropdown]

Reason for not having Primary Heat Source: [Dropdown]

If Other reason, specify: [Text]

• Applicant has Electric Account: [Dropdown]

Reason for not having an Electric Account: [Dropdown]

If Other reason, specify: [Text]

Primary Heat Source

Vendor Name: [Dropdown] If Other, specify: [Text]

Account holder name: [Dropdown]

If Other, specify: [Text]

First Name: [Text] Last Name: [Text]

Account Number: [Text]

Meter shared with another dwelling: [Dropdown]

Commercial use on this account: [Dropdown]

Electricity Vendor

Vendor Name: [Dropdown] If Other, specify: [Text]

Account holder name: [Dropdown]

If Other, specify: [Text]

First Name: [Text] Last Name: [Text]

Account Number: [Text]

Meter shared with another dwelling: [Dropdown]

Commercial use on this account: [Dropdown]

Reset Cancel Previous + Continue

LHEAP Energy Usage - Details

Case Name: ██████████ Case #: ██████████ Case Action: ██████████ Case Status: ██████████

Reset Cancel Previous + Continue

Service Details

LHEAP requested for: Natural Gas

- Applicant Primary Heat Sources are as LHEAP requests:
- Primary Heat Source:
- Reason for not having Primary Heat Source:
- If Other reason, specify:
- Applicant has Electric Account:
- Reason for not having an Electric Account:
- If Other reason, specify:

Primary Heat Source

Vendor Name: If Other, specify:

Account holder name:

If Other, specify:

Account Number:

Meter shared with another dwelling:

Commercial use on this account:

Electricity Vendor

Vendor Name: If Other, specify:

Account holder name:

If Other, specify:

Account Number:

Meter shared with another dwelling:

Commercial use on this account:

Reset Cancel Previous + Continue

ENERGY CONSUMPTION (USAGE) FORM

More information is needed to find out if you can get help paying your energy bills (LIHEAP). Please fill out and sign this form and submit it to your local Human Service Department (HSD).

Trigger #1: **Primary Heat Source Information Missing**

Primary Home Heat Usage Information

A. What is your main heat source?			
(This is the fuel used to run the main heat sources for the home.) Choose one:			
<input type="checkbox"/> Natural Gas	<input type="checkbox"/> Wood	<input type="checkbox"/> Electric	<input type="checkbox"/> Coal
<input type="checkbox"/> Propane/Butane	<input type="checkbox"/> None	<input type="checkbox"/> Other, please list:	
If you selected 'None' above, please specify:			
<input type="checkbox"/> Homeless	<input type="checkbox"/> No Utilities Available	<input type="checkbox"/> Rural Area	
<input type="checkbox"/> Other, please list:			
B. Is this a meter shared with another home?			<input type="checkbox"/> Yes <input type="checkbox"/> No
C. Is there a business use on this account?			<input type="checkbox"/> Yes <input type="checkbox"/> No
D. What is the name of the energy company, fuel provider, or landlord that you pay?			
E. If this energy bill is not in your name, what is the customer's name on the account?			
F. What is the Account Number?			
G. How much do you pay for fuel each year?			\$

Trigger #2: **Electric Information Missing**

House Electric Information

A. Do you have an electric account?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If you selected "No" above, please specify:			
<input type="checkbox"/> Homeless	<input type="checkbox"/> No Utilities Available	<input type="checkbox"/> Rural Area	
<input type="checkbox"/> Other, please list:			
If you selected 'No' in the section above, DO NOT complete the section below:			
B. Is this a meter shared with another home?			<input type="checkbox"/> Yes <input type="checkbox"/> No
C. Is there a business use on this account?			<input type="checkbox"/> Yes <input type="checkbox"/> No
D. What is the name of the energy company, fuel provider, or landlord that you pay?			
E. If the energy bill is not in your name, what is the customer's name on the account?			
F. What is the Account Number?			
G. How much do you pay for fuel each year?			\$