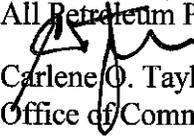




# STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES

55 Farmington Avenue, Hartford, Connecticut 06105

TO: All Petroleum Product Vendors  
FROM:   
Carlene O. Taylor, Program Administration Manager  
Office of Community Services  
SUBJECT: Supplier/Vendor Conditions of Participation Form  
DATE: September 28, 2016

Attached please find the 2016-2017 Supplier/Vendor Conditions of Participation Form (hereinafter referred to as the "Document") for vendors of low sulfur oil, kerosene and propane, setting forth the conditions of participation in the energy assistance program administered by the state Department of Social Services (DSS). The conditions referenced in this Document apply to fuel deliveries made to households determined by Community Action Agencies (CAAs) to be eligible for benefits provided through the Connecticut Energy Assistance Program (CEAP).

If your company wishes to participate in the delivery of fuel in accordance with the CEAP program, please complete the form, sign the attached Document, and have it notarized.

**Once completed, the preferred method for submitting the document is to email it to [energy.vendors@ct.gov](mailto:energy.vendors@ct.gov) Please enter your business name in the subject line. As an alternative, you may fax a copy to CEAP Energy Services at (860) 424-4952. You may also mail the Document to:**

Connecticut Department of Social Services  
Office of Community Services  
55 Farmington Avenue, 10<sup>th</sup> Floor  
Hartford, Connecticut 06105

### **Please note the following:**

- **Procedures relating to heating system repairs/replacements will be the same as last year.** Contractors/vendors performing the work will be selected competitively. CAAs will not issue an authorization for a fuel delivery in cases where heating systems, including leaking fuel tanks, have been "red tagged" by a vendor certified to evaluate heating systems.
- **The first date for fuel deliveries is November 9<sup>th</sup>.**
- **The fuel authorization process remains the same as last year.** Vendors will deliver up to the identified amount provided by the CAA. Vendors will receive authorizations from the Community Action Agency for "Basic," "Crisis Assistance" and "Safety Net Assistance" benefits **prior** to each delivery. **Only one delivery is to be made per authorization** (Example - If you receive an authorization for \$590 and

only deliver \$400, the remaining \$190 cannot be made under that same authorization. A follow-up authorization **must** be requested for that balance).

- **Vendors must provide verification of their registration with the Department of Consumer Protection**, in accordance with Sec. 16a-23m of the Connecticut General Statutes.
- Deliveries made under the Fixed Margin Pricing Program will be paid based on the daily **Gross Ultra Low Sulfur Red Dye Distillate** price. Vendors can obtain these prices by **checking the Vendor Information section of our website at [www.ct.gov/staywarm](http://www.ct.gov/staywarm) after 3:00 p.m. each day**. The posted prices reflect the amount that will be paid for deliveries of heating oil made on the following day.
- Upon request and if funds are available, CEAP will cover the cost for a clean, tune and test of a deliverable fuel heating system for eligible deliverable fuel heated households. Renters must receive written permission from their landlord in order to receive this benefit. **In order to be eligible for payment, the clean, tune and test must be authorized by the Community Action Agency.**

DSS will use information from the Oil Price Information Service (OPIS) to determine the daily Fixed Margin Price, which will be used to pay oil vendors making deliveries to CEAP households. The Fixed Margin Price will be based on the daily **OPIS Gross Ultra Low Sulfur Red Dye Distillate** price, plus a fixed margin of 33 cents per gallon.

In addition, the Fixed Margin Pricing Program will continue to include county differentials in the pricing mechanism. The county differentials are as follows, and **include the 33 cents fixed margin:**

Middlesex County	\$0.363
Hartford County	\$0.369
New London County	\$0.372
New Haven County	\$0.375
Litchfield County	\$0.397
Tolland County	\$0.429
Windham County	\$0.430
Fairfield County	\$0.445

The following example is for demonstration purposes.

Under the Fixed Margin Pricing Program pricing mechanism in place last year, oil deliveries made on Tuesday, December 8, 2015 were paid based on the previous day's New Haven Rack Average OPIS Price, as provided in this example on Monday, December 7, 2015. The price was determined as follows:

\$1.391	New Haven Rack Average OPIS Price, Monday, 12/7/15
.330	Fixed Margin in FFY2016
<u>.115</u>	County Differential – Fairfield County
\$1.836	Total Fixed Margin Price for Tuesday, 12/8/15 (Fairfield County)

Please note, since each county has a different county differential, the Total Fixed Margin Price on any given day will vary from county to county.

Vendors who deliver in multiple counties will be paid in accordance with the county differential in the county the delivery is made. DSS will determine all fixed margin prices.

**In the event of the shutdown of state offices due to an emergency, e.g., hazardous weather, the last posted fixed margin price shall remain in effect until the state offices reopen.**

**Vendors must put their retail price on all delivery tickets, bills or statements.** If the vendor's posted retail price is lower than the Fixed Margin Price, the vendor will be paid in accordance with the retail price.

For those deliveries of home heating oil paid by the program, vendors shall not charge CEAP customers the difference between their retail price and the CEAP payment.

The pricing mechanism may be adjusted by DSS to respond to unanticipated changes in the home heating oil market.

Deliveries made before an energy assistance customer's eligibility has been determined may be paid, if the customer is found eligible, and the delivery was made on or after **November 9, 2016**. Payment in these cases can only be paid from a basic benefit award.

The attached Document once received and accepted by DSS, shall be in effect from October 1, 2016 through September 30, 2017. Important dates are provided below:

- **November 9, 2016** **First day for fuel deliveries that can be paid by the program.**
- **March 15, 2017** Deadline for fuel authorizations or deliveries
- **May 1, 2017** The last day that a household can apply to establish its eligibility for benefits unless the household is utility heated and has a shut-off notice for its primary source of heat.
- **May 15, 2017** Last day that utility heated household with a shut-off notice for its primary heat can apply to establish its eligibility for benefits.
- **May 31, 2017** Last day to submit deliverable fuel bills.

The U.S. Department of Health and Human Services (HHS), which administers the Low Income Home Energy Assistance Program (LIHEAP) nationwide, is requiring the tracking of heating consumption data for households receiving assistance through this program. This information will be used to better gauge the energy burden of LIHEAP households, with the goal of focusing maximum benefits and energy conservation measures on those households with the highest need. **HHS is requiring states to secure consumption information from the ten largest heating oil vendors and the ten largest propane vendors** (the largest utility companies will also need to provide consumption information for LIHEAP households). Part III, Section 20 of this Supplier/Vendor Conditions of Participation Form relates to this HHS requirement.

**Please keep this memorandum for your records. If you have any questions concerning the completion of the Document, please call the Energy Services Unit at 1-800-842-1132.**

<b>You may also contact the CAA's if you have further questions</b>			
<b>ABCD</b>	<b>(203) 384-6904</b>	<b>ACCESS</b>	<b>(860) 450-7429 or 7400</b>
<b>BCO</b>	<b>(860) 584-7490</b>	<b>CAANH</b>	<b>(203) 387-7700 ext 248</b>
<b>CAAWC</b>	<b>(203) 748-5422</b>	<b>CRT</b>	<b>(860) 560-5800</b>
<b>HRANB</b>	<b>(860) 225-1084</b>	<b>NOI</b>	<b>(203) 576-8151</b>
<b>TEAM</b>	<b>(203)736-5420 ext. 238</b>	<b>TVCCA</b>	<b>(860) 425-6681</b>

**SUPPLIER/VENDOR CONDITIONS OF PARTICIPATION FORM**

**2016/2017 CONNECTICUT ENERGY ASSISTANCE PROGRAM (CEAP)**

The purpose of this Supplier/Vendor Conditions of Participation Form (hereinafter referred to as the “Document”) is to establish the conditions for participation by vendors of low sulfur oil, kerosene and propane in the 2016/2017 energy assistance programs. The conditions referenced in this Document apply to fuel deliveries made to households eligible for the Connecticut Energy Assistance Program (CEAP).

**PART I – DOCUMENT TERM AND IMPORTANT DATES**

This Document shall be in effect from October 1, 2016, through September 30, 2017. Important dates are provided below:

- **November 9, 2016**      **First day for fuel deliveries that can be paid by the program.**
- March 15, 2017      Deadline for fuel authorizations or deliveries
- May 1, 2017      The last day that a household can apply to establish its eligibility for benefits unless the household is utility heated and has a shut-off notice for its primary source of heat.
- May 15, 2017      Last day that a utility heated household with a shut-off notice for its primary heat can apply to establish its eligibility for benefits.
- May 31, 2017      Last day to submit deliverable fuel bills.

**PART II – VENDOR INFORMATION**

List your **primarily used** business name.

Legal Business Name \_\_\_\_\_

Business Mailing Address \_\_\_\_\_  
P.O. Box or Street                      Town                      State                      Zip

Contact Person \_\_\_\_\_ FEIN, or Social Security # \_\_\_\_\_

Phone Number ( ) \_\_\_\_\_ Fax Number ( ) \_\_\_\_\_

E-mail Address \_\_\_\_\_

**If your company does business sharing different names but with the same federal identification or social security number, list all other names that your company uses, including address and contact information. Please add additional pages if needed.**

Business Name \_\_\_\_\_

Business Address \_\_\_\_\_  
P.O. Box/Street                      Town                      State                      Zip Code

Contact Person \_\_\_\_\_

Phone Number ( ) \_\_\_\_\_ Fax Number ( ) \_\_\_\_\_

E-mail Address \_\_\_\_\_

Business Name \_\_\_\_\_

Business Address \_\_\_\_\_  
P.O. Box/Street                      Town                      State                      Zip Code

Contact Person \_\_\_\_\_

Phone Number ( ) \_\_\_\_\_ Fax Number ( ) \_\_\_\_\_

E-mail Address \_\_\_\_\_

Business Name \_\_\_\_\_

Business Address \_\_\_\_\_  
P.O. Box/Street Town State Zip Code

Contact Person \_\_\_\_\_

Phone Number ( ) \_\_\_\_\_ Fax Number ( ) \_\_\_\_\_

E-mail Address \_\_\_\_\_

**Additional Information**

**1. Indicate which Community Action Agency(s) your company does or would like to do business with.  
(Please Check)**

- |  |   |
|--|---|
| <input type="checkbox"/> ABCD (Bridgeport area)              | <input type="checkbox"/> CRT (Hartford/Middletown area)   |
| <input type="checkbox"/> ABCD (Norwalk area)                 | <input type="checkbox"/> HRANB (New Britain)              |
| <input type="checkbox"/> ACCESS (Willimantic/Danielson area) | <input type="checkbox"/> NO/NOGM (Waterbury/Meriden area) |
| <input type="checkbox"/> BCO (Bristol area)                  | <input type="checkbox"/> TEAM (Derby/Ansonia area)        |
| <input type="checkbox"/> CAANH (New Haven area)              | <input type="checkbox"/> TVCCA (Norwich/New London area)  |
| <input type="checkbox"/> CAAWC (Danbury/Stamford area)       |   |

**2. Indicate whether your company will accept new energy assistance customers that reside in your service territory.  Yes  No**

**3. Indicate the type(s) of services your company provides.**

Clean, Tune & Test Services  Annual Service Contracts

**4. Please indicate emergency/special fees charged to your regular customers, if any, for the following:**

(The following fees will only be paid if the service is requested in writing by a Community Action Agency.)

- Same-day, weekday delivery: \$ \_\_\_\_\_
- Same-day, weeknight delivery: \$ \_\_\_\_\_
- Same-day, weekend delivery: \$ \_\_\_\_\_
- Furnace start-up: \$ \_\_\_\_\_
- Clean, Tune & Test \$ \_\_\_\_\_

Minimum delivery: \_\_\_\_\_\* Fee if not met: \$ \_\_\_\_\_\*\*

**Please note that if a fee amount is not entered in any section above that there will be no fee charge for that line item.**

(To re-emphasize, the above identified fees will only be paid if the service is requested by a Community Action Agency.)

\* - Pursuant to section 16a-22a of the Connecticut General Statutes, the minimum heating oil or propane delivery shall not exceed one-hundred (100) gallons or 75% of primary tank size, whichever is less. Vendors may choose to set their minimum delivery requirements lower than these limits, but cannot set a higher minimum delivery limit.

\*\* - In the event that the client's tank cannot accommodate a minimum delivery, vendors will receive payment up to the amount of the vendor's minimum delivery requirements (not to exceed 100 gallons or 75% of primary tank size, whichever is less) or the vendor's minimum delivery fee, whichever cost is less.

### PART III – GENERAL PROVISIONS

*\*Full name of vendor\** \_\_\_\_\_

**(Enter the Full Name of Vendor)**

hereinafter referred to as "Vendor," does hereby agree that it, its trade name(s) and DBA(s) shall:

1. Not bill an energy assistance customer or Community Action Agency more for services or product than billed to any other customer who orders the same services or quantities of product;
2. Legibly post on **all** invoices, statements and metered tickets the **client name, service address** and the **current (as of date of delivery) residential retail rate per gallon**;
3. Extend to energy assistance customers any prompt payment discounts afforded other customers, and shall provide that the beginning of the discount period commences upon the date of the Vendor's presentation of the bill to the Community Action Agency;
4. Make deliveries in accordance with Sec. 16a-22a of the Connecticut General statutes;
5. Make deliveries within the amounts authorized by the Community Action Agency. Vendors will receive authorizations from the Community Action Agency for "Basic," "Crisis Assistance" and "Safety Net Assistance" benefits **prior** to each delivery. **Only one delivery is to be made per authorization**;
6. Agree that the energy assistance program may cover the cost of a clean, tune and test for an energy assistance customer, provided that funds remain available. Renters must receive written permission from their landlord in order to receive this benefit. **In order to be eligible for payment, the clean, tune and test must be authorized by the Community Action Agency**;
7. Agree that the energy assistance program may pay for up to one (1) restart per household during the program year. Restart payment will be made, provided that sufficient funds remain in the eligible household's benefits. Payment for additional restarts will be the responsibility of the participating household;
8. Allow inspection by the state or an agent of the state of any company records deemed necessary by the state or said agent for verification of the accuracy and legitimacy of invoices, including, but not limited to, retail rates per gallon;
9. Agree to retain all records related to participation in the program for a period of three years from the close of the program;
10. Agree that in the case of a disputable invoice, the state reserves the right to withhold payment until resolution of the matter;
11. Agree that in order to receive payment, the energy assistance customer and/or Vendor must submit bills to the Community Action Agency by **May 31, 2017**;
12. Submit this properly executed Document in order to be included on the Approved Supplier Vendor List;
13. Submit verification of your registration with the Department of Consumer Protection for your company and all DBA's, in accordance with Sec. 16a-23m of the Connecticut General Statutes. **The verification(s) must be attached to your completed Document**;
14. Agree that energy assistance customers will not be charged the difference between the Vendor's retail price and the Fixed Margin Price;

15. Agree that, based on the availability of funds, payments will be issued within thirty days of the Community Action Agency's **receipt and approval of bills**. (The thirty-day payment period is based on the date the bill is received, not the date the delivery is made.);
16. Agree that energy program payments will be determined according to the price on the **date that the fuel is delivered**, not the price for the date that the fuel was approved and/or authorized;
17. Agree that in the case of receipt of payment for a delivery from both an energy assistance customer and a Community Action Agency, the Vendor shall reimburse the customer if the customer so requests. (Reimbursement shall be for the amount paid by the customer.);
18. Make emergency deliveries to energy assistance customers within twenty-four hours of receipt of a fuel authorization from the Community Action Agency and seventy-two hours for non-emergency deliveries. If unable to make deliveries within the allotted times, the Vendor must notify the Community Action Agency as to when the delivery will be made. (If the delivery cannot be made within the allotted times, it may be necessary for the Community Action Agency to cancel the authorization, and reauthorize the delivery with another vendor.);
19. Agree that payment under the energy assistance program is guaranteed only for those fuel deliveries which are authorized by the Community Action Agency. **(In order to guarantee program payment for customers on automatic delivery, the Vendor must have received authorization from the Community Action Agency prior to making each fuel delivery.)**;
20. Provide to DSS, upon written request, the account history for CEAP recipient households serviced by the vendor for the previous twelve (12) months, or the available account history plus estimates if less than 12 months of billing history is available. This information shall be provided at no cost to DSS;
21. Agree that completion of this Document obligates the Vendor to all terms and conditions, as detailed herein, for the 2016/2017 energy assistance program year and that failure to comply with any of these terms and conditions will result in the Vendor's suspension from the program for the remainder of the 2016/2017 program year;
22. Agree to safeguard the use, publication and disclosure of information on all clients who receive services under this program in accordance with all applicable federal and state law, including section 17b-90 of the Connecticut General Statutes, concerning confidentiality;
23. Agree that vendors requesting to withdraw from participation in the 2016/2017 energy assistance program must do so in writing to the Department of Social Services, Office of Community Services, 55 Farmington Avenue, Hartford, CT 06105. If removal is so requested, the Vendor will be suspended from participation in the programs for the remainder of the 2016/2017 program year. The Community Action Agency will notify the Vendor's energy assistance customers. These customers will be required to select another vendor from the list of participating vendors. No further authorizations will be issued to the withdrawn vendor during the remainder of the current program year. Payment for any outstanding authorizations of oil will be made in accordance with the Fixed Margin Price;
24. Agree that eligible energy assistance customers, at their discretion, may change vendors during the course of the program year. In this event, any remaining balance of funds will be made available for the new vendor, and no further deliveries will be made by the previous vendor;
25. Not be bound, by signing this Document, to making deliveries to energy assistance customers outside of its normal service territory or working hours, or to providing services beyond those offered to customers whose deliveries are not approved and/or authorized by the Community Action Agency;
26. Not be obligated to accept new energy assistance customers. However, if a vendor agrees to accept new energy assistance customers, the vendor is not permitted to require a credit report as a condition of acceptance. Vendors may request credit reports in situations where an energy assistance customer is seeking credit for future deliveries not paid for by the energy assistance program.

## PART IV – PRODUCT PRICING

DSS will use information from the Oil Price Information Service (OPIS) to determine the daily Fixed Margin Price, which will be used to pay oil vendors making deliveries to CEAP households. The Fixed Margin Price will be based on the daily OPIS Gross Ultra Low Sulfur Red Dye Distillate price, plus a fixed margin of 33 cents per gallon.

In addition, the Fixed Margin Pricing Program will continue to include county differentials in the pricing mechanism. The county differentials are as follows, and **include the 33 cents fixed margin:**

Middlesex County	\$0.363
Hartford County	\$0.369
New London County	\$0.372
New Haven County	\$0.375
Litchfield County	\$0.397
Tolland County	\$0.429
Windham County	\$0.430
Fairfield County	\$0.445

The following example is for demonstration purposes:

Under the Fixed Margin Pricing Program pricing mechanism in place last year, oil deliveries made on Tuesday, December 8, 2015 were paid based on the previous day's New Haven Rack Average OPIS Price, as provided in this example on Monday, December 7, 2015. The price was determined as follows:

\$1.391	New Haven Rack Average OPIS Price, Wednesday, 12/7/15
.330	Fixed Margin in FFY 2016
<u>.115</u>	County Differential – Fairfield County
\$1.836	Total Fixed Margin Price for Friday, 12/8/15 (Fairfield County)

Please note, since each county has a different county differential, the Total Fixed Margin Price on any given day will vary from county to county.

Vendors who deliver in multiple counties will be paid in accordance with the county differential in the county the delivery is made. DSS will determine all fixed margin prices.

In the event of the shutdown of state offices due to an emergency, e.g., hazardous weather, the last posted fixed margin price shall remain in effect until the state offices reopen.

**Vendors must put their retail price on all delivery tickets, bills or statements.** If the vendor's posted retail price is lower than the Fixed Margin Price, the vendor will be paid in accordance with the retail price.

For those deliveries of home heating oil paid by the program, vendors shall not charge CEAP customers the difference between their retail price and the CEAP payment.

**All kerosene and propane deliveries will be paid at the vendor's regular retail price.**

Deliveries made before an energy assistance customer's eligibility has been determined may be paid, if the customer is found eligible, and the delivery was made on or after November 9, 2016 and prior to March 16, 2017.

## **PART V – MISCELLANEOUS PROVISIONS**

The Vendor understands and agrees that if the State of Connecticut has reason to believe that the Vendor may have misrepresented, violated, or attempted to violate any part of this Document, the Vendor is subject to having their participation as a supplier in the energy assistance program immediately suspended. Suspected violations of Connecticut law shall be investigated, and if appropriate, prosecuted. Vendors found in violation shall be barred from participation in the energy assistance program for five years.

This Document is subject to Section 53a-157b of the Connecticut General Statutes, which provides as follows: "A person is guilty of false statement in the second degree when he intentionally makes a false written statement under oath or pursuant to a form bearing notice, authorized by law, to the effect that false statements made therein are punishable, which he does not believe to be true, and which statement is intended to mislead a public servant in the performance of his official function." Should at any time any provision of this Document be found by the State to be legally unenforceable, that provision will automatically be considered void, but all other provisions of this Document will remain in effect. This Document is subject to the provisions in Executive Order No. 3 and 17, as they relate to non-discrimination.

This contract is subject to the provisions of Executive Order No. 3 of Governor Thomas J. Meskill, promulgated June 16, 1971 and, as such, this contract may be canceled, terminated or suspended by the State Labor Commissioner for violation of or noncompliance with said Executive Order No. 3, or any state or federal law concerning non-discrimination, notwithstanding that the Labor Commissioner is not a party to this contract. The parties to this contract, as a part of the consideration hereof, agree that said Executive Order No. 3 is incorporated herein by reference and made a part hereof. The parties agree to abide by said Executive Order and agree that the State Labor Commissioner shall have continuing jurisdiction in respect to contract performance in regard to non-discrimination, until the contract is completed or terminated prior to completion. The contractor agrees, as part consideration hereof, that this contract is subject to the Guidelines and Rules issued by the State Labor Commissioner to implement Executive Order No. 3, and that he will not discriminate in his employment practices or policies, will file all reports as required, and will fully cooperate with the State of Connecticut and the State Labor Commissioner.

This contract is subject to the provisions of Executive Order No. 17 of Governor Thomas J. Meskill promulgated February 15, 1973, and, as such, this contract may be canceled, terminated or suspended by the contracting agency or the State Labor Commissioner for violation of or noncompliance with said Executive Order No. 17, notwithstanding that the Labor Commissioner may not be a party to this contract. The parties to this contract, as part of the consideration hereof, agree that Executive Order No. Seventeen is incorporated herein by reference and made a part hereof. The parties agree to abide by said Executive Order and agree that the contracting agency and the State Labor Commissioner shall have joint and several continuing jurisdictions in respect to contract performance in regard to listing all employment openings with the Connecticut State Employment Service.

**PART VI – DELIVERABLE FUEL OPTIONS**

Indicate the type(s) of heating fuel that you will provide pursuant to this Document.

\_\_\_\_\_ Heating Oil

\_\_\_\_\_ Kerosene

\_\_\_\_\_ Propane

Is your company licensed for providing repairs and/or replacements of heating systems, including furnaces, boilers and oil tanks?      Yes      or      No

In addition to deliverable fuel, does your company provide repair or replacement services of heating systems, including furnaces, boiler and oil tanks?      Yes      or      No

**PART VII – ACCEPTANCE AND APPROVAL**

**IN ORDER FOR THIS DOCUMENT TO BE COMPLETE, YOU MUST SIGN BELOW AND HAVE IT NOTARIZED. SIGNATURE ON THIS PAGE SIGNIFIES AGREEMENT TO THE TERMS AND CONDITIONS SPECIFIED IN THIS DOCUMENT.**

Signed \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_\_  
Authorized Agent of Vendor

Print \_\_\_\_\_  
Authorized Agent of Vendor

Sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_\_\_\_.

(SEAL)

\_\_\_\_\_  
Notary Public/Commissioner of the Superior Court

My commission expires \_\_\_\_\_

Once completed, the preferred method for submitting the document is to email it to [energy.vendor@ct.gov](mailto:energy.vendor@ct.gov) . ***Please enter your business name on the subject line.*** As an alternative, you can fax a copy to CEAP Energy Services at (860) 424-4952, or you can mail it to: CEAP Energy Services, Connecticut Department of Social Services, Office of Community Services, 55 Farmington Avenue, 10<sup>th</sup> Floor, Hartford, CT 06105.

**REMEMBER TO INCLUDE VERIFICATION OF REGISTRATION AS A HOME HEATING OIL/PROPANE VENDOR WITH THE DEPARTMENT OF CONSUMER PROTECTION FOR YOUR COMPANY AND ALL DBA’S (IF APPLICABLE).**