



**LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM**  
**VENDOR PAYMENT AGREEMENT**  
**BETWEEN**  
**NORTHEAST FLORIDA COMMUNITY ACTION AGENCY, INC (NFCAA)**  
**AND**  
**CITY OF GREEN COVE SPRINGS**

**Agreement Period: April 1, 2023 thru March 31, 2028**

- A. The undersigned home energy vendor hereby agrees to meet the following conditions in order to receive vendor payments for the home energy assistance and crisis assistance categories of the Low-Income Home Energy Assistance Program (LIHEAP).
1. That eligible households will only be charged through the company's normal billing process, the actual unpaid difference between the vendor payment made through the program and actual remaining unpaid cost of home energy.
  2. That household receiving assistance under the program will not be treated adversely because of receipt of this assistance.
  3. That eligible households on whose behalf of a vendor payment is received, either in the cost goods supplied or in the services provided, will not be discriminated against.
  4. That when the benefit to the client does not pay the complete charges owed by client, that client is responsible for the remaining owed balance.
  5. That only energy related elements of the utility bill is to be paid. No water or sewage may be paid.
  6. That the Agency will not pay for charges that result from illegal activities such as a bad check or meter tampering. That those charges are the responsibility of the customer.
  7. That when LIHEAP payments made to the vendor cannot be applied to the customer's account the funds will be returned to the Agency within 30-45 calendar days of a refundable activity (account closure, overpayment, etc.).
  8. That the vendor, unless a municipal provider, must be in "active" status within the State of Florida.
  9. The vendor will provide a list of authorized representatives to resolve an energy crisis. Representatives will provide current account information to include, amount owed and amount necessary to resolve the crisis situation.
  10. The energy vendor is aware that as long as signed Authorization to Release of General and/or Confidential information for LIHEAP data forms are collected and available, the energy vendor will provide requested customer data to DEO.
  11. Any funds which resulted in a customer credit or refund shall be returned to the Northeast Florida community Action Agency, Inc. (NFCAA).
  12. The vendor will provide quarterly documentation that LIHEAP benefits were delivered (Approval date, Amount Paid and Payment Date (vendor received check)).

B. The Agency, Northeast Florida Community Action Agency, Inc. (NFCAA)

1. The Agency agrees to provide the vendor a list of authorized representatives to resolve crisis situations and make a payment commitment on behalf of the agency.
2. The Agency will make energy payments directly to the vendor on behalf of the eligible customer. Payments for multiple customers will be submitted with a Payment Listing Report reflecting customer name, account number and payment amount. Payments will be made via an Agency check.
3. The Agency will make payment to the vendor within 45 days of Agency's commitment.
4. The Agency will collect signed authorization for Release of General and/or Confidential Information for LIHEAP data from each eligible applicant and ensure the signed releases are available for inspection by the energy vendor.

C. Both parties mutually agree on customer confidentiality regarding sharing of customer information with a third party.

**VENDOR**

City of Green Cove Springs

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Company

321 Walnut Street

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Street Address or Post Office Box

Green Cove Springs, FL 32043

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City/State/Zip Code

904-297-7047                      ewest@greencovesprings.com

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Area Code & Phone Number / Fax / Email Address

Constance W. Butler, Mayor

Date

**AGENCY**

Karen Marino, Interim Executive Director

Date