



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #17-80-OPE

JOB CENTER PROCESSING OF CON EDISON BILLS REJECTED BY THE DIRECT VENDOR AUTOMATED UTILITY SYSTEM

Date:	Subtopic(s):
<p>September 20, 2017</p> <p>Refer to PD# 14-12-ELI for more information on the utility process, direct vendor restriction and a utility guarantee.</p>	<p>Utility, WINRO866</p> <p>The purpose of this policy bulletin is to give instructions to Utility Liaisons and Job Center staff on how to process Con Edison bills that are rejected by the Direct Vendor Automated Utility System.</p> <p>When a recoupable grant is issued, the participant’s energy grant is restricted. A restricted energy grant means that the Agency will pay all future utility bills sent directly to the Agency by the utility company. This is known as a case with a utility direct vendor restriction.</p> <p>Participants who pass the management test and are issued a non-recoupable grant and SSI recipients who apply for a one-shot deal to help pay for utility arrears are given a utility guarantee. A Utility Guarantee is when the Agency assures the utility company payment for six months of future utility services provided to the participant or SSI recipient in the event he/she fails to make a payment.</p> <p>For both the direct vendor restriction and a utility guarantee, the utility company will receive a Notification to the Utility Company (M-858v) indicating that the individual has a direct vendor restriction or has a utility guarantee. Item number 044 Utility Guar. on the Turn Around Document (TAD) must have the correct utility guarantee code.</p> <p>To request payment of the utility bill for the individual that has either the direct vendor restriction or a utility guarantee, the utility company submits the bill to the agency via the Direct Vendor Automated Utility System (DVAUS).</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

When DVAUS receives the request, if the request meets the criteria, DVAUS will process the request and issue payment. If for any reason, the utility bill payment cannot be processed by DVAUS, the bill would appear on the Direct Vendor Rejection Report (**WINRO866**).

Effective immediately, the **WINRO866** will now be three separate reports as follows:

- **WINRO866** – Office of Central Processing (OCP) Report – showing current cases with rejection codes other than those listed below. The actions required on this report will be taken by OCP.
- **WINRO866B** – Backlog – showing backlog cases from previous reports with rejection codes listed below. The actions required on this report will be taken by the Special Project Center.
- **WINRO866C** – Center Specific – showing current cases with rejection codes listed below. The actions on this report will be taken by the Job Center.

Effective immediately, the utility liaisons and designated Job Center staff will be responsible for taking the required actions on the cases listed on the **WINRO866C** with the following rejection codes:

N – Name Mismatch
 A – Address Mismatch
 X – Not on Direct Vendor System
 R – Utility Guarantee Case
 U – Case not known to Direct Vendor System

The Utility Liaison will retrieve the **WINRO866C** on a monthly basis from the Page Center. Job Center staff is responsible for:

- reviewing the case and the bill period in question to determine why the case was rejected by DVAUS and eligibility for payment;
- resolving the errors so that the utility company can receive direct vendor payments through the automated system on future requests;
- issue the benefits, as required; and
- if needed, update and resend the **M-858v**.

The Addressing Cases Rejected by the Direct Vendor Automated Utility System (**Attachment A**) provides the different reasons for each of the rejection codes listed above and instructs on what actions should be taken to correct the errors on these cases.

After review, correction of the error on the case, and determination that a payment can be made, Job Center staff must review the benefit issuance screen in WMS to ensure that benefits for the period requested has not already been paid. Once it is verified that the benefits have not been paid for the period requested, the Job Center staff must take the necessary action to pay the bill.

Requesting a Statement from Con Edison

After reviewing cases on the **WINRO866C** if it is determined that a statement with the full bill information is needed from Con Edison, the utility liaison will enter the following information on the Requested Con Ed Statement (**FIA-1104H**):

- List Date
- Page #
- Con Ed Account #
- Case Name
- Case Number
- Bill Type – There are three options:
 - 866 List,
 - 711 List and
 - Regular Bill.

Put an X under the option that applies.

- Date Faxed to Con Ed

At the end of the day, the utility liaison will fax the **FIA-1104H** to Con Edison at 718-246-3247.

Do not use the PAC system to report changes. All requests for changes on the cases listed on the **WINRO866C** to Con Edison must be sent using the **FIA-1104H**.

When Con Edison receives the **FIA-1104H**, they will send the information on a form titled “Con Edison Company of NY – Customer Information – For Public Assistance” (**Attachment B**) to the HRA One Viewer.

The utility liaison or designated staff can look for this form and see the full billing information in the HRA One Viewer one business day after the request has been faxed to Con Edison.

The utility liaison will complete the **FIA-1104H** annotating the Date Response Received field or the No Response Date to Worker field.

Once the statement from Con Edison is received, the designated staff can review and process payment as needed.

Notification to Con Edison when Requested Payment will not be made

If it is determined that the requested payment of the bill on the **WINRO866C** will not be made for one of the reasons listed below, the utility liaison will enter the information in the Notification to Utility Company of Partial Payment/Non-Payment/Other Required Action (**FIA-1104I**).

- No payment
- Action required before payment can be made (**Attachment A** describes these situations)
- Only partial payment

The utility liaison will enter the following information in the **FIA-1104I**:

- Case Name
- Case Number
- Address
- City
- State
- Zip Code
- Account Number
- Category
- Reason – Select from drop down one of the following:
 - Our Record Indicate that Case is Not Direct Vendor
 - Case Closed During Billing Period
 - Arrears Previously Paid
 - Address Discrepancy
 - Other
- Effective Date(s)
- Comments/Pay Amount

At the end of the day, if cases are listed on the **FIA-1104I**, the utility liaison will email the **FIA-1104I** to Con Edison to all of the following emails:

nelson@coned.com
singletonl@coned.com
riverajoe@coned.com


All case actions must be completed within 20 days to ensure that the case does not appear on the **WINRO866C** the following month. The utility liaison will keep a log of all the actions taken on the cases listed on the **WINRO866C**.

Effective Immediately

Related Item:
[PD #14-12-ELI](#)

Attachments:

- | | |
|---------------------|--|
| Attachment A | Addressing Cases Rejected by the Direct Vendor Automated Utility System |
| Attachment B | Con Edison Company of NY – Customer Information – For Public Assistance |
| FIA-1104H | Requested Con Ed Statement |
| FIA-1104I | Notification to Utility Company of Partial Payment/Non-Payment/Other Required Action |

 Please use Print on Demand to obtain copies of forms.

ADDRESSING CASES REJECTED BY THE DIRECT VENDOR AUTOMATED UTILITY SYSTEM

N – NAME MISMATCH

The Direct Vendor Automated Utility System (DVAUS) looks at the first three letters of the first name and the first three letters of the last name on the utility bill to find a match with the cases in its database. If these letters do not match, DVAUS rejects the case and will not issue a payment. Below are some of the reasons why this error may occur.

1. **Name Spelled Incorrectly** – This error can be caused by errors in the spelling of the name either in WMS or in the records of the utility company or if WMS has the full name spelled out in upper case and the utility company has the name in lower case.

Corrective Action – Look up documentation in the HRA One Viewer to verify the spelling of the name on the **WINRO866**. If the name is misspelled or if the full name is spelled out in upper case, the Job Center staff must take the necessary action in POS to correct the spelling of the name or change the spelling to lower case. See procedure for further instructions before paying the bill.

If Con Ed has a spelling error (i.e. inverted letters or an extra letter) on their bill, the utility liaison must enter the case information on the **FIA-1104I** select other as the reason and enter “Name is spelled incorrectly change the spelling of the name to i.e. John Doe” in the comments field. Forward the **FIA-1104I** to Con Edison and pay the bill. See procedure for further instructions before paying the bill.

2. **Bill is not in the Name of the Casehead** – This error is caused when the name on the bill is not the name of an adult known to the case. HRA policy is the following:

To be eligible for an energy allowance, the Cash Assistance (CA) applicant must be an adult or a minor head of household and document that he/she is both the tenant and customer of record (name on bill). The energy allowance may also be provided if the tenant and customer of record is the legal spouse or deceased spouse of the CA participant.

*Documentation must be in the HRA One Viewer verifying that the name on the utility bill is the legal spouse or deceased spouse of the casehead.

Corrective Action – Look up documentation in the HRA One Viewer to verify the name that appears on the **WINRO866**. If the name on the **WINRO866** is not the name of an adult listed in WMS, or is in the name of a legal spouse that is no longer in the home, contact the participant via telephone, if available, and inform him/her that utility bills must be in his/her name or the legal spouse for payment to be issued. If telephone contact is unsuccessful, an appointment letter must be sent to the participant to come to the Job Center to discuss utility issue.

- If the participant fails to keep the appointment, the case is closed for failure to keep a mandated appointment. The utility liaison must enter the case information on the **FIA-1104I** select other as the reason and enter “utility bill is not in the name of the tenant on record” in the comment field. Forward the **FIA-1104I** to Con Edison.
- If the participant keeps the appointment and submits verification that the name has been changed, the Job Center staff will take appropriate action to pay the bill. See procedure for further instructions before paying the bill.

3. **Name Order** – If the bill is in two names (e.g., husband and wife, domestic partners, etc.), and the Casehead’s name comes second, this will cause the bill to be rejected.

Corrective Action – Look up documentation in the HRA One Viewer to verify the name that appears on the **WINRO866**. If the name on the **WINRO866** is the name of an adult listed in WMS or a *legal spouse of the participant, the utility liaison will enter the case information on the **FIA-1104I** select other as the reason and enter “reverse the order of the names” in the comment field. Forward the **FIA-1104I** to Con Edison and pay the bill. See procedure for further instructions before paying the bill.

4. **Name on Bill is Not on CA** – The bill is in the name of an individual who is not on the Cash Assistance case.

Corrective Action – Follow the Correct Action for number 2 above.

5. **Married individual uses married name for Con Ed bill but uses maiden name in WMS.** This bill will be rejected by DVAS.

Corrective Action – Look up documentation in the HRA One Viewer to verify the name that appears on the **WINRO866**. If the documentation in the HRA One Viewer verifies that the name on the **WINRO866** is the participant’s married or maiden name, contact the participant via telephone, if available, and inform him/her that utility bills must be in the same name that is used by the agency for the agency to pay the bill. If telephone contact is unsuccessful, an appointment letter must be sent to the participant to come to the Job Center to discuss utility issue.

- If the participant fails to keep the appointment, the case is closed for failure to keep a mandated appointment. The utility liaison must enter the case information on the **FIA-1104I** select other as the reason and enter “utility bill is not in the name of the tenant on record” in the comment field. Forward the **FIA-1104I** to Con Edison.
- If the participant keeps the appointment and submits verification that the name has been changed, the Job Center staff will take appropriate action to pay the bill. See procedure for further instructions before paying the bill.

Note: Name must match name on Social Security Card otherwise the case will have an error on social security match.

6. **Name on bill is in the name of a person who is deceased.** This bill will be rejected by DVAUS.

Corrective Action – Look up documentation in the HRA One Viewer to verify the name that appears on the **WINRO866**. If the documentation in the HRA One Viewer verifies that the name on the **WINRO866** is the name of a person who is deceased, contact the participant via telephone, if available, and inform him/her that utility bills must be in his/her name for the agency to pay the bill. If telephone contact is unsuccessful, an appointment letter must be sent to the participant to come to the Job Center to discuss utility issue.

- If the participant fails to keep the appointment, the case is closed for failure to keep a mandated appointment. The utility liaison must enter the case information on the **FIA-1104I** select other as the reason and enter “utility bill is not in the name of the tenant on record” in the comment field. Forward the **FIA-1104I** to Con Edison.
- If the participant keeps the appointment and submits verification that the name has been changed, the Job Center staff will take appropriate action to pay the bill. See procedure for further instructions before paying the bill.

7. **Name change** – A difference in the first or last name between the utility company and WMS, the bill cannot be paid by DVAUS.

Corrective Action – Look up documentation in the HRA One Viewer to verify the name that appears on the **WINRO866**. If the documentation in the HRA One Viewer verifies that the name on the **WINRO866** is different due to a name change that was reported but did not go through WMS (errored out or reported but not processed), Job Center staff must take the necessary actions in POS to change the name and pay the bill. See procedure for further instructions before paying the bill.

If documentation in the HRA One Viewer verifies that the name in WMS is correct and the name does not match the name in the utility bill, contact the participant via telephone, if available, and inform him/her that utility bills must be in the same name that is used by the agency for the agency to pay the bill. If telephone contact is unsuccessful, an appointment letter must be sent to the participant to come to the Job Center to discuss utility issue.

- If the participant fails to keep the appointment, the case is closed for failure to keep a mandated appointment. The utility liaison must enter the case information on the **FIA-1104I** select other as the reason and enter “utility bill is not in the name of the tenant on record” in the comment field. Forward the **FIA-1104I** to Con Edison.

- If the participant keeps the appointment and submits verification that his/her name has been changed to match the name on the utility bill, the Job Center staff will take appropriate action to change the name in POS and pay the bill. See procedure for further instructions before paying the bill.

Note: Name must match name on Social Security Card otherwise the case will have an error on social security match.

8. **Use of the payee's last name only.** If WMS has the payee name with the full last name and only the first initial of the first name, i.e. Jones M. for Sarah Brown, the DVAS will reject this bill.

Corrective Action – As stated above, the 1st three letters of the last name and the first name must match. Look up documentation in the HRA One Viewer to verify the name that appears on the **WINRO866**. If documentation in the HRA One Viewer verifies that the name is correct but WMS has only the last name and first initial of the payee, Job Center staff must change the name in WMS to the full last name and first name. i.e. Jones Mary for Sarah Brown and pay the bill. See procedure for further instructions before paying the bill.

9. **The utility bill is in the participant's middle name.** The bill will not match WMS information. The bill will be rejected by the DVAS.

Corrective Action – Again, the first and last names must match in order for the bill to be paid. Look up documentation in the HRA One Viewer to verify the name that appears on the **WINRO866**. If documentation in the HRA One Viewer verifies that the name on the **WINRO866** is the casehead's middle name and not the first name, the utility liaison must enter the case information on the **FIA-1104I** select other as the reason and enter "name on utility bill must be changed to the client's first name" in the comment field. Forward the **FIA-1104I** to Con Edison and pay the bill. See procedure for further instructions before paying the bill.

10. **Spanish hyphenated names.** These will be rejected by the DVAS when people use different names in different systems. Sometimes the first hyphenated name will be used, and at other times the second hyphenated name. The name in Con Ed and the name in WMS must match for payment to be made in the DVAS.

Corrective Action – Look up documentation in the HRA One Viewer to verify the name that appears on the **WINRO866**. If documentation in the HRA One Viewer verifies that the name on the **WINRO866** is one of the hyphenated names but not the one that WMS uses, the utility liaison must enter the case information on the **FIA-1104I** select other as the reason and enter "Name is a hyphenated name use i.e. John Doe" in the comments field. Forward the **FIA-1104I** to Con Edison and pay the bill. See procedure for further instructions before paying the bill.

A – ADDRESS MISMATCH

The Direct Vendor Automated Utility System (DVAUS) also looks at the address on the utility bill to find a match with the cases in its database. If the address does not match, DVAUS rejects the case and will not issue a payment. Below are some of the reasons why this error may occur.

1. **Difference in Service and Residential Address** – A difference between the Service Address and the Residence Address, e.g., the management office address and the apartment building address.

Corrective Action – Look up documentation in the HRA One Viewer to verify the address that appears on the **WINRO866**.

If documentation in the HRA One Viewer verifies that there are two different addresses for this residence and the address on the **WINRO866** is one of those addresses, the bill can be paid. See procedure for further instructions before paying the bill.

If there is no verification of the address on the **WINRO866**, Job Center staff can go to the Department of Buildings or the Department of Finance to verify if the address on the **WINRO866** is an address connected to the address in WMS. If it is confirmed that the addresses are connected the bill can be paid. See procedure for further instructions before paying the bill.

2. **Bill has a Different Apartment/Address** – Address differs from address in WMS. DVAUS will not pay the bill.

Corrective Action – Look up documentation in the HRA One Viewer to verify the address that appears on the **WINRO866**. If the documentation in the HRA One Viewer verifies that the address on the **WINRO866** is different due to a change of address that was reported but did not go through WMS (errored out or reported but not processed), Job Center staff must take the necessary actions in POS to change the address and pay the bill. See procedure for further instructions before paying the bill. The utility liaison must also contact Con Ed about applying any incorrect payments to the current address and terminating the service and contract (**M-858v**) at the old address. Also, a new **M-858v** is needed.

If documentation in the HRA One Viewer verifies that the address in WMS is correct and the address does not match the address on the **WINRO866**, contact the participant via telephone, if available, and inform him/her that the utility company has a different address as his/her residence and that the address must be verified for the agency to pay the bill. If telephone contact is unsuccessful, an appointment letter must be sent to the participant to come to the Job Center to discuss utility issue.

- If the participant fails to keep the appointment, the case is closed for failure to keep a mandated appointment. The utility liaison must enter the case information on the **FIA-1104I** select Address Discrepancy as the reason and enter “utility bill is not for the residence on file” in the comment field. Forward the **FIA-1104I** to Con Edison. See procedure for further instructions before paying the bill.
- If the participant keeps the appointment and submits verification that his/her address has been changed to match the address on the **WINRO866**, the Job Center staff will take appropriate action to change the address in POS and pay the bill. See procedure for further instructions before paying the bill.

R – UTILITY GUARANTEES

When the Notice to the Utility Company (**M-858v**) is sent to the utility company, item number 044 Utility Guar. on the TAD must have the correct utility guarantee code. The code selected must match the information on the **M-858v**. The codes for utility guarantee are 1 – Con Edison, 2 – National Grid, 3 – PSE&G and 4 – Both National Grid and Con Edison. If the correct code is not entered, entered incorrectly or does not match the information on the **M-858v**, DVAUS rejects the case and will not issue a payment. Below are some of the reasons why this error may occur.

1. **Case is not on Utility Guarantee** – Utility Company submits payment request based on selection made on the **M-858v**. The selection made was wrong or no selection was made on the **M-858v**.

Corrective Action – The case must be reviewed to determine correct selection and a new **M-858v** with the correct selection must be sent to the utility company.

2. **Budgeting does not Allow Payment** – If the case is filed for ongoing cash benefits, and there is not enough deficit (F, R & O) money to restrict the energy allowance at the rate of \$12.50 per h/h member per benefit cycle, the case will be rejected by the DVAS.

Corrective Action – The case must be reviewed to determine if the deficit can cover the energy grant. If the deficit is not enough to cover the energy grant, the bill cannot be paid and at this time no action can be taken for these cases not to appear on the report.

3. **Utility Restriction did not go through** – The **M-858v** has the correct restriction, but WMS says that the “Vendor is Unavailable” – the system does not pick it up.

Corrective Action – The case must be reviewed to determine restriction. If a restriction was required and does not reflect in WMS, the restriction must be re-entered into WMS. This rejection can also happen if the case closed and was reopened and the case is dropped off of the Vendor payment system. The case must be put back on restriction in WMS and take appropriate action to pay the utility bill. See procedure for further instructions before paying the bill.

X – NOT ON DIRECT VENDOR SYSTEM/ U – CASE NOT KNOW TO DIRECT VENDOR SYSTEM

When the Notice to the Utility Company (**M-858v**) is sent to the utility company, item number 044 Utility Guar. on the TAD must have the correct utility guarantee code. The code selected must match the information on the **M-858v**. The codes for direct vendor are 6 – Con Edison Vendor, 6 – National Grid Vendor and 7 – Both National Grid and Con Edison Vendors. If the correct code is not entered, entered incorrectly or does not match the information on the **M-858v**, DVAUS rejects the case and will not issue a payment. Below are some of the reasons why this error may occur.

1. **Utility Restriction did not go through** – The **M-858v** has the correct restriction, but WMS says that the “Vendor is Unavailable” – the system does not pick it up.

Corrective Action – The case must be reviewed to determine restriction. If a restriction was required and does not reflect in WMS, the restriction must be reentered into WMS. This rejection can also happen if the case closed and was reopened and the case is dropped off of the Vendor payment system. The case must be put back on restriction in WMS and take appropriate action to pay the utility bill. See procedure for further instructions before paying the bill.

2. **Budgeting does not Allow Payment** – If the case is filed for ongoing cash benefits, and there is not enough deficit (F, R&O) money to restrict the energy allowance at the rate of \$12.50 per h/h member per benefit cycle, the case will be rejected by the DVAS.

Corrective Action – The case must be reviewed to determine if the deficit can cover the utility bills. If the deficit is not enough to pay for utilities, the bill cannot be paid and at the present time no action can be taken for these case not to appear on the report.



conEdison
A UNISYS COMPANY

CON EDISON COMPANY of NY - CUSTOMER INFORMATION - FOR PUBLIC ASSISTANCE

TRAK# 170522-160238

CON EDISON AUTOMATED RESPONSE FORM

ConEd Rep: jer

Customer Name and Mailing Addr

Client Name
123 Main Street, Apt ZZ
BRONX NY 12345

TRAK# 170522-160238 Type of Request: This was Con Edison Initiated Re

Service Address: 123 Main Street Apt ZZ BAL: 570.54

ACCT# 31 1111 1111 1111 1 SSNO: 9174

ELSC 901 ACTIVE LIR YES HEAT NO RC-Y

GSSC LIR NO HEAT NO RC-N

Public Assistance Information

WELF: Case Number
WUGC: DVC 101516
WMCN: 40
SSBI: Y
HPN:

Recent Billing History Latest Bills In Arrears Cash History During Billing Period Displayed

FR DT	TO DT	EBILL	GBILL	FR DT	TO DT	EBILL	GBILL	DATE	AMT	BATCH	Description
041717	051517	87.87		041717	051517	87.87		012717	64.14	7500	RESERVE
031717	041717	97.69		031717	041717	97.69		111416	376.07	7520	RESERVE
021517	031717	93.84		021517	031717	93.84		052516	58.86	7500	RESERVE
011717	021517	91.93		011717	021517	91.93					
121516	011717	111.61		121516	011717	111.61					
111416	121516	88.15		111416	121516	87.60					
101416	111416	64.14									
091416	101416	67.20									
081516	091416	117.40									
071516	081516	126.45									
061516	071516	65.02									
051616	061516	48.08									
041516	051616	38.82									

* Customer 'S' Arrears Detail

Customer 'R' Arrears Detail (Abeyance)

FR DTE	TO DTE	AMOUNT
061516	101416	\$124.13
061516	101416	\$54.26
2 Items	Total Abeyance	\$178.39

Latest Bills in Arrears (Above)	\$570.54
Date Bills Sent To Public Assistance	05/22/17
Referred To:	



REQUESTED CON ED STATEMENT

WORKER: _____

List Date	Page #	Con Ed Account #	Case Name	Case Number	Bill Type			Date Faxed to Con Ed	Date Response Received	No Response Date to Worker
					866 List	711 List	Regular Bills			

SAMPLE



NOTIFICATION TO UTILITY COMPANY OF PARTIAL PAYMENT/NON-PAYMENT/OTHER REQUIRED ACTION

Case Name	Case Number	Address	City	State	Zip	Account Number	Cat	Reason	Effective Date(s)	Comments/Pay Amount

SAMPLE

Case Name	Case Number	Address	City	State	Zip	Account Number	Cat	Reason	Effective Date(s)	Comments/Pay Amount

SAMPLE