.01 Utility Allowance Verification

REVISION 41
(04/01/16 – 05/31/16)

Verification for utility allowance eligibility is required when ANY of the following occur:

- New application.

- Three years from the date the expenses were last verified. When the three year period expires before the approval period ends, verify the utility expense at the next renewal.

- A change of address is reported.

- A change in the type of utility expenses being billed is reported.

- Information is questionable.

- When the budgetary unit reports a new living arrangement.

Acceptable documented verification includes, but is not limited to, the following:

- Landlord statement

- Lease

- Utility bill

- LIHEA payment

- A participant statement when documented verification is not available at the interview

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EXCEPTION

The participant statement is not acceptable verification when either of the following occurs:

- The utility expense is in another person's name that is outside the budgetary unit.

- The participant statement is questionable.

When the utility expense is BILLED to someone outside the budgetary unit, one of the following must be used to verify who is responsible to pay the expense:

- A collateral contact with the person billed for the expense

- A signed statement from the person billed for the expense

NOTE   The CC documentation or the signed statement must include the type of utility expense and must state that the budgetary unit has the responsibility to pay the utility expense.

Do NOT request verification of the nonparticipant's separate billing statement or separate residential address.

Only one utility expense that is not a telephone expense must be verified using documented, collateral contact or participant statement verification for the standard utility allowance.

NOTE   Key ALL expense types and amounts on EXNS. This information is displayed on HOSU and is used to assist the EI in tracking Expenses Exceed Income (EEI) cases.

WARNING

Do NOT upload verification of expenses that show the actual address of an Address Confidentiality Program (ACP) participant into OnBase.