



**ENERGY
OUTREACH
COLORADO**

Bill Payment Assistance Grant Designated Program Contact

Energy Outreach Colorado (EOC) requires each agency awarded a Bill Payment Assistance Grant to designate a Program Contact. This person should be an agency staff member who administers the EOC grant or directly oversees its administration. The Program Contact is expected to:

- Attend annual Training and Orientation.
- Serve as a liaison between the agency and EOC. All communications between the agency and EOC should go through the Program Contact unless it is a high-level matter that requires direct communication with the agency's Executive Director.
- Be responsive to program-related communications.
- Read and understand the Grant Administration Requirements prior to using the database and administering the EOC program and confirm that all caseworkers have done so as well.
- Understand how to use the Energy Assistance Database regardless of whether (s)he uses it for entering client applications or other purposes on a regular basis.
- Ensure timely and accurate data entry of online client applications as well as Utility Payments (if applicable).
- Ensure that all database users complete and sign the Energy Assistance Database Access Request form. A copy must be submitted to EOC via email or fax and the hard copy should be retained with the agency's program files.
- Inform EOC immediately of any program-related staff changes. This includes changes at the Executive Director and program levels. Failure to do so is grounds for termination of the grant. In the event that the Program Contact leaves the agency or no longer works on EOC, a new contact must be designated and a new Program Contact form must be submitted to alert EOC of the change.
- Alert EOC in advance of change of address.

Organization: _____

Executive Director: _____

Program Contact: _____

Job Title: _____

Phone Number: _____

Email: _____

Program Contact Signature

Executive Director Signature

Date

Date