



Temporary Bill Payment Assistance Requirements

We will be operating according to these requirements until further notice.

EOC Applications

Participants with Printer Access:

- Send the application materials electronically to the participant
- Ask the participant to complete and sign all required forms and send them back to you with a copy of their photo ID and energy bill
- Process the application according to the normal program requirements and clearly detail in the notes section that this is related to COVID-19

Participants without Printer Access:

- To complete the mandated consent information for Atmos, Black Hills, Colorado Natural Gas, and Xcel applications, take one of two actions:
 - Do a three-way call with the participant, utility and yourself to obtain account information; **OR**
 - Use the information provided to you on the utility bill. **DO NOT** ask the utility for account information or log in to their portal in these cases
- Take the EOC application information over the phone and enter it directly into the database.
- Clearly detail in the notes section that this is related to COVID-19

LEAP Applications

Participants with Printer Access:

- Send the LEAP application electronically to the participant
- Ask the participant to complete and sign all required forms and send them back to you with a copy of their photo ID and energy bill. Then fax or email the application to the appropriate LEAP office on behalf of the participant.
- Participants may also apply by phone or online per the instructions below.

Participants without Printer Access:

- Instruct participants to apply for LEAP either by calling the HEAT HELP line at 866-432-8435 or online via PEAK at www.colorado.gov/PEAK.
- In either case, have the participant make note of the application confirmation number and provide it to you.