



**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS**

**Department of Administration**

**DIVISION OF LEGAL SERVICES**

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November 7, 2012

Luly E. Massaro  
Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, Rhode Island 02888

**Re: L1HEAP Enhancement Plan Rates for 2012**

Dear Ms. Massaro:

The Rhode Island Office of Energy Resources hereby files an original and nine (9) copies of its Answer to the PUC's First Set of Data Requests.

Thank you for your kind attention.

Sincerely,

Frederick W. Stolle, Esq.  
Assistant Director  
Division of Legal Services

FWS/njr

- c. Marion Gold, RI Office of Energy Resources
- Chris Kearns, RI Office of Energy Resources
- Patrick McCarthy, RI Office of Energy Resources

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
PUBLIC UTILITIES COMMISSION

IN RE: OFFICE OF ENERGY RESOURCES :  
PROPOSED LIHEAP ENHANCEMENT CHARGE : DOCKET NO. 4290  
FOR CALENDAR YEAR 2013 :

OFFICE OF ENERGY RESOURCES'  
ANSWER TO THE COMMISSION'S  
FIRST SET OF DATA REQUESTS  
(Issued October 19, 2012)

- 1-1. During the hearing in this docket in 2011, Dr. Payne testified that because there was “no clear bridge in the Henry Shelton Act between the LIHEAP Enhancement Provisions and the arrearage forgiveness plan...[] there was no way for a customer to be certified as LIHEAP eligible during the non-winter months despite the fact that entry into the arrearage forgiveness plan is available to LIHEAP-eligible customers all year...and [] furthermore...there was no way to credit those entrants with LIHEAP funds or LIHEAP Enhancement credits outside of the winter period.” (See Commission Order No. 20699 at 8, citing Transcript at 23-25). He stated that he would be working with the CAP agencies to address these types of issues.

Please explain how these issues were addressed during the 2012 plan year.

**Answer:** To address the issue of off-season eligibility determinations, the Office of Energy Resources (OER) requested CAPs (community action program agencies), as part of their contractual relationships with OER, to extend their services past LIHEAP's seasonal close starting in 2012. Therefore, LIHEAP eligibility determinations have to be made throughout the year so as to capture those persons desirous of benefiting from the Henry Shelton Act. Such obligation shall remain in all future contracts with CAPs.

In support of these contractual obligations of the CAPs, OER prepared a comprehensive “request for proposal” (RFP) for a software program intended to streamline the LIHEAP application and eligibility process, which, in turn, is employed to determine eligibility under the Henry Shelton Act. After reviewing proposals, OER awarded a \$450,000 contract to Hancock Systems, Inc., (Hancock) to develop a robust software solution for use commencing in 2013. Hancock is currently beta testing its solution and OER is

closely involved, acting as a conduit between the developer and the CAPs. Additionally, OER has contracted for 3 years of software support from Hancock, commencing on the date of acceptance. The software, once accepted by OER, will become the property of the State of Rhode Island.

Answer prepared by or under the supervision of: Patrick McCarthy, Administrator  
(Energy Programs)

**Docket No. 4290 – Office of Energy Resources – LIHEAP Enhancement  
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