

LIHEAP Performance Measures Data Collection Guide

OVERVIEW

The **LIHEAP Performance Measures** are four measures that provide information on LIHEAP program outcomes related to benefits targeting, home energy burden reduction, and the continuity of home energy service. To calculate these measures, data must be collected, summarized, and reported by states and the District of Columbia in Module 2 of their annual *LIHEAP Performance Data Form*.

What are the reporting requirements for the LIHEAP Performance Measures?

- All state grantees and the District of Columbia are **required** to report Performance Measures data in Module 2 of the *LIHEAP Performance Data Form*.
- Data must be reported each year for the previous Federal Fiscal Year (October 1 to September 30).
- Important Links:
 - Published instructions and forms: <https://liheappm.acf.hhs.gov/grantee-forms>
 - Webinars reviewing the requirements: <https://liheappm.acf.hhs.gov/pm-webinars>
 - LIHEAP Action Transmittals: <https://www.acf.hhs.gov/ocs/resource/liheap-action-transmittals>

What information do I need to collect?

Performance Data Form – Module 2: Part V. Energy Burden Targeting

Information that allows you to report energy burden by main heating fuel for each client that received LIHEAP bill-payment assistance, including:

- **CLIENT INFORMATION:** *Main Heating Fuel and Annual Household Income*
- **LIHEAP BENEFIT:** *Total Amount in LIHEAP Bill-Payment Assistance*
- **EXPENDITURE DATA:** *Main Heating Fuel Expenditures AND Electric Expenditures*

Performance Data Form – Module 2: Part VI. Restoration of Home Energy Service

Information that allows you to report the number of times that your LIHEAP program *restored* service to clients who were unable to heat or cool their homes, including:

- Clients who had **energy service restored after a disconnection**
- Clients who had **fuel delivered after they ran out of fuel**
- Clients who had their **inoperable heating or cooling equipment repaired/replaced**






Performance Data Form – Module 2: Part VII. Prevention of Home Energy Service

Information that allows you to report the number of times that your LIHEAP program *prevented* clients from losing home energy service (i.e., home heating or home cooling), including:

- Clients who had a **past due notice or a utility disconnection notice**
- Clients who were **at imminent risk of running out of fuel**
- Clients who had their **heating or cooling equipment repaired/replaced to prevent loss of service**

MODULE II. PART V—ENERGY BURDEN TARGETING

What data do I need to collect to report on Energy Burden Targeting?

Main Heating Fuel		<ul style="list-style-type: none"> • Electric • Gas • Fuel Oil/Kerosene • Propane • Other 	<p>Record the fuel that the client says they use most to heat their home; in some cases, this may not be the fuel where the benefit is applied (e.g., some grantees allow clients to assign their benefit to their electric company, even if they heat with natural gas). Grantees also need to collect main heating fuel for clients who only receive cooling assistance.</p>
Annual Household Income		<p>Annual household income should be calculated in the same way it is calculated for the LIHEAP Household Report, using gross income. Note: Zero income households should be included.</p>	
Annual Total LIHEAP Benefit		<p>The <i>total</i> amount of bill-payment assistance granted to the household during the reporting period. This includes heating, cooling, crisis, and supplemental benefits used to pay home energy bills and deposits.</p>	
Annual Main Heating Fuel Bill		<p>Grantees should collect the amount billed by the heating fuel vendor during a recent 12-month period. The 12-month period does not need to match the Federal Fiscal Year exactly but should be a close approximation (such as the calendar year).</p>	
Annual Electric Bill		<p>Grantees should collect the amount billed by the electric vendor during a recent 12-month period. The 12-month period does not need to match the Federal Fiscal Year exactly but should be a close approximation (such as the calendar year).</p>	

What steps do I need to take to collect Energy Burden Targeting Data?

- Step 1: Add Main Heating Fuel to the Client Application.** This should include Natural Gas, Electricity, Fuel Oil/Kerosene, Propane (LPG), and Other. Clients who only receive a cooling assistance grant should still be asked for their main heating fuel. *Clients who say that they do not heat their homes should be coded as having Electricity as their main heating fuel.*
- Step 2: Add Vendor Name and Account Numbers to Client Application for Both Main Heating Fuel and Electricity.** The grantee should collect data for both the client's main heating fuel expenditures and their electric expenditures, even if no benefit is paid on the electric account.
- Step 3: Add Waiver (Release of Information) to the Client Application.** This will assure that data exchanges can occur once vendor agreements are in place. Due to increased privacy restrictions, it is important to involve both vendors and attorneys in the development of waiver language. Considerations include the following:
- Waivers should allow for **release of both main fuel AND electricity data.**
 - Waiver language should allow grantees to **report the data to others.**
 - Waiver language should **protect the vendor from disclosure liability.**

For more detail (including examples) please see "[LIHEAP Performance Measures Data Collection Guide - Client Waiver Supplement](#)"

MODULE II. PART V—ENERGY BURDEN TARGETING *(continued)*

What steps do I need to take to collect Energy Burden Targeting Data?

Step 4: Identify Energy Vendors to Target for Data Collection. Grantees are required to collect data from the largest five natural gas vendors, the largest five electric vendors, the largest ten fuel oil/kerosene vendors (if applicable), the largest ten propane vendors, and the largest ten other fuel vendors (if applicable). *For more information, see "[LIHEAP Performance Measures Data Collection Guide - Vendor Selection Supplement.](#)"*

Step 5: Vendor Agreements. Work with targeted vendors to develop language that requires them to provide annual expenditures for LIHEAP recipients. The agreement should document the data exchange procedures. It also should protect vendors from liability for data furnished to the grantee. *For more information, see "[LIHEAP Performance Measures Data Collection Guide - Vendor Agreement Supplement.](#)"*

Step 6: Develop Data Exchange Procedures and Systems. Client expenditure data can be collected at the time of application, periodically throughout the year, or at the end of the fiscal year. Each grantee should design and implement a system that is consistent with their benefit determination procedures and that minimizes the burden on vendors. *For more information, see "[LIHEAP Performance Measures Data Collection Guide - Vendor Data Exchange Templates.](#)"*

MODULE II. PARTS VI & VII – RESTORATION AND PREVENTION

What data do I need to collect to report on Restoration (Part VI)?

Households without Energy Service



Determine whether the client's household was without home heating or home cooling service at the time of application and record the reason for service disruption.

- Service disconnected by natural gas or electric company
- Client is out of fuel oil/kerosene, propane, or other delivered fuel
- Client's heating or cooling equipment is inoperable. *(This includes situations where the equipment is operating at the time of an audit, but must be "red-tagged" because of health or safety risk).*

LIHEAP Restored Home Energy Service



If you want to report that a LIHEAP benefit restored service, then you must have some assurance that the benefit was successful in restoring home heating or cooling service.

(For more information, see "[LIHEAP Performance Measures Data Collection Guide - Criteria for Determining Service Restoration.](#)")

Fuel Type where Benefit is Applied



Record the fuel type (e.g., natural gas, electric, fuel oil/kerosene, propane, or other) where the home heating or home cooling service was restored with the LIHEAP benefit.

MODULE II. PARTS VI & VII – RESTORATION AND PREVENTION (*continued*)

What data do I need to collect to report on Prevention (Part VII)?

Households at “Imminent Risk” of Losing Home Energy



Determine whether the client's household was at risk of losing home heating or cooling service at the time of application and record the reason:

- Client has a past due or shutoff notice from natural gas or electric company
- Client is nearly out of fuel oil/kerosene, propane, or other delivered fuel
- Client’s heating or cooling equipment is operating, but is at “imminent risk” of becoming inoperable.

LIHEAP Prevented Home Energy Loss



If you want to report that a LIHEAP benefit prevented home energy loss, then you must have some assurance that the benefit was successful in preventing loss of home heating or cooling service.

(For more information, see “[LIHEAP Performance Measures Data Collection Guide – Criteria for Determining At-Risk Clients](#)”)

Fuel Type where Benefit is Applied



Record the fuel type (e.g., natural gas, electric, fuel oil/kerosene, propane, other) where loss of home heating or home cooling service was prevented with the LIHEAP benefit.

What steps do I need to take to collect Restoration and Prevention data?

Step 1: Check that you have policies in place to assure that a LIHEAP benefit was actually used to restore home energy or prevent home energy loss. *For more information, see “[LIHEAP Performance Measures Data Collection Guide - Criteria for Determining Service Restoration.](#)”*

Step 2: Determine your criteria for determining “Imminent Risk” for loss of home heating or cooling service. Each grantee must define what they consider to be at “Imminent Risk” for utility fuels (i.e., electric and natural gas), delivered fuels (i.e., fuel oil/kerosene, propane, and other), and heating or cooling equipment. It is important to work with equipment repair/replacement contractors to develop the best procedures for determining equipment status. *See “[LIHEAP Performance Measures Data Collection Guide - Criteria for Determining “At Risk Clients”](#)”*

Step 3: Add Home Energy Status to Client Application. Information on the status of the client's home heating and home cooling service should be collected directly from the client. While many grantees contact the energy vendor or the heating equipment repair/replacement contractor for verification of the status, the client report is the best way to start the discussion about home energy service status.

Step 4: Coordinate Reporting with Heating Equipment Repair/Replacement. Once the status for distinguishing between “without service” and “at risk of losing service” have been established for heating and cooling equipment, reporting procedures will need to be developed to collect information on whether the household had either “Service restored with LIHEAP benefits” or “Service loss prevented with LIHEAP benefits.”

Summary of Data Collection Steps by Program Area	
Client Applications	<ul style="list-style-type: none"> • Add Main Heating Fuel Type to the Client Application. At minimum, this includes Natural Gas, Electricity, Fuel Oil/Kerosene, Propane, and Other. • Add Vendor Account Number Fields to Client Application for both Main Heating Fuel and Electricity. • Add or Modify Waiver (Release of Information) on Client Application. This will assure that data exchanges can occur once vendor agreements are in place. • Add Home Energy Status to Application. Includes disconnected, out of fuel, inoperable equipment, past-due or shut-off notice, nearly out of fuel, and other circumstances determined to be important.
Data Systems	<ul style="list-style-type: none"> • Develop Vendor Data Exchange Systems. This could start with sending a list of account numbers to utilities at year end to request data (via electronic spreadsheet) in return. Over time, capacity could increase for automated exchanges. • Data Reporting. Grantees have a variation of database systems. Over time, grantees can build capacity for data collection and reporting using a centralized system.
Vendor Partnerships	<ul style="list-style-type: none"> • Identification of Top Vendors. Grantees will need to identify the largest 5 gas vendors, largest 5 electric vendors, largest 10 propane vendors, largest 10 fuel oil/kerosene vendors, and largest 10 other vendors within the state. • Vendor Agreements. This includes outlining expectations in terms of providing annual bill data, data exchange processes and timeline, as well as use of data.
Policy, Coordination of Service Delivery	<ul style="list-style-type: none"> • Determine criteria for "service restoration." Determine how you will assure that the LIHEAP grant actually restored service. • Determine criteria for "imminent risk." At-risk criteria should correspond with grantee's existing policy manuals, state plan. • Establish Equipment Repair and Replacement Criteria related to "Restoration and Prevention" with LIHEAP Weatherization Contractors. This includes establishing when LIHEAP is used to restore home energy versus prevent home energy loss. • Coordinate Reporting of "Restoration and Prevention" with LIHEAP Weatherization Contractors. This includes asking contractors to specify on invoices, work orders, audits, or databases whether equipment repair or replacement actually restored service or prevented loss of service.

Supplemental Resources	
Client Waiver Supplement	Vendor Agreement Supplement
Vendor Selection Supplement	Subgrantee Data Exchange Templates
Vendor Data Exchange Templates	Criteria for Determining "At-Risk" Clients
Criteria for Determining Service Restoration	LIHEAP Performance Management Website