

Customer Calls CAA for assistance

BDR Qualified – Yes - Agency submits BDR discount in CNG Assist Portal.

LIHEAP Eligible – Agency schedules appointment and updates the CNG Assist Portal with info to protect from disconnect for non-pay.

NOT LIHEAP eligible (citizenship, above 150% FPL, etc.) CAA attempts to qualify for AMP via self-attestation.

NOT BDR Qualified – Process ends

AMP Qualified – CAA submits % Relief in CNG Assist Portal. \*\*\*Including TPA\*\*\* End of process pending income verification.

No Past Due Balance – End of process

Agency will advise customer they can attempt to qualify for a BDR via self-attestation of income and HH size.

Agency will also ask qualifying questions to determine if customer is eligible for LIHEAP – if eligible schedule appt.

Customer attends LIHEAP appointment at CAA – BDR already on account and CAA has advised company appointment is schedule to protect the account from disconnect.

LIHEAP Qualified & all arrears covered – Agency submits LIHEAP pledge in CNG Assist Portal. End of process.

LIHEAP Qualified & arrears not fully covered – CAA qualifies customer for AMP and submits both pledges in portal.

NOT LIHEAP Qualified – CAA attempts to qualify for AMP via self-attestation.

AMP Qualified – Yes – Agency submits discount in CNG Assist Portal. End of process.

No Past Due Balance – End of process