



# RAFT Utility Refresher & E2E Build Updates

*EOHLC Office Hours*  
March 22, 2024

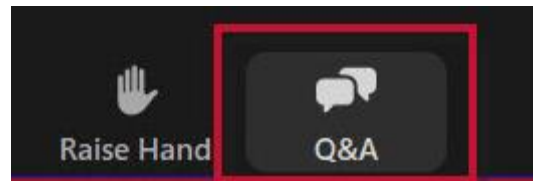


# WELCOME

## Asking Questions

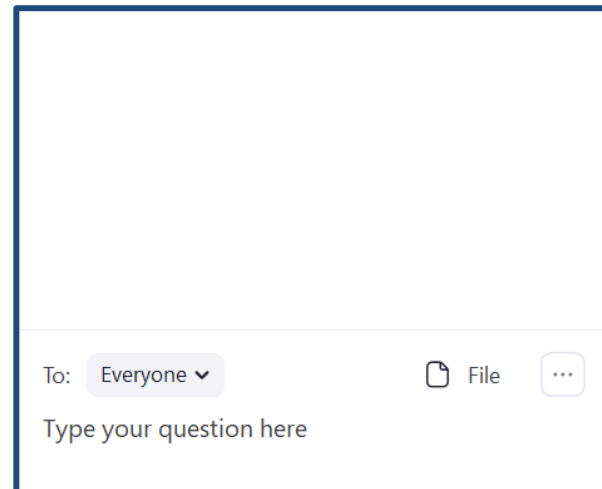
**We will be monitoring the Q&A for questions**

1



Click “Q&A” to submit a question (or “Raise Hand” to share a verbal question at designated breaks)

2

A screenshot of a Q&A submission form. It features a large, empty text area for entering a question. At the bottom, there is a 'To:' dropdown menu set to 'Everyone', a 'File' button with a document icon, and a three-dot menu button. Below these elements is a placeholder text 'Type your question here'.

Enter your question into the “Q&A” box

We will follow up with answers to any questions that we don’t get to during the session

# THIS CALL IS BEING RECORDED



- Processing Utility applications under RAFT – general reminders
- Communication with UTL providers
- E2E Build Updates from 3.15.2024
- Q&A
- RAA Support & Resources



# RAFT Utility Processing Reminders



- Crisis = Shut off notice received, service is shut off or heating oil/gas tank is empty and can't pay to refill it
- Guidance = Bill is acquired by and in the RAFT Participant's name and the payments will resolve the crisis
- Key points
  - RAFT will cover the **minimum** amount required by the utility company to prevent shutoff or restore service
  - Protection
  - Winter Moratorium

# SHUTOFF NOTICE UPDATE – National Grid Gas



!!!TEST ONLY: TESTPRT3220121114500  
nationalgrid  
12/30/11

000004

ACCOUNT NO. [REDACTED]  
For Service at: [REDACTED]

Dear [REDACTED]

We understand these are financially difficult times which may make it challenging to pay your National Grid bill, however, we noticed your past-due balance is now 48 days old and your gas service may be subject to disconnection. Your account will be scheduled for a field collection call for full payment or to disconnect your gas service.

We want to help you avoid disconnection. Please visit [ngrid.com/billhelp](http://ngrid.com/billhelp) or call us at 1-800-233-5325. You may be eligible for a deferred payment agreement or other assistance options.

AA79

Please note: These are just some of the notices that EOHLC will accept. For all utility providers, similar documentation should be accepted noting an account as shut off or at risk of shutoff. Some key trigger words for shut-off notices are "shut-off", "disconnection" & "termination". If there is uncertainty about which documents to accept you can contact EOHLC via a Zendesk ticket.

!!!TEST ONLY: TESTPRT3220121114500  
nationalgrid  
12/30/11

000002

ACCOUNT NO. [REDACTED]  
For Service at: [REDACTED]

CONTACT US FOR HELP TODAY TO AVOID SERVICE DISCONNECTION

We understand these are financially difficult times which may make it challenging to pay your National Grid bill. We noticed that your account is past due. If the past-due amount of \$82.64 is not received by 01/06/12, your service may be scheduled for disconnection. We want to help you avoid disconnection. Please visit [ngrid.com/billhelp](http://ngrid.com/billhelp) or call us at 1-800-233-5325 for assistance:

Here's how we can help:

- **PAYMENT PLAN:** You may be eligible for a deferred payment agreement which spreads your balance over monthly installments.
- **ARREARS FORGIVENESS PROGRAM:** Also known as the Arrearage Management Program, can forgive up to \$12,000 annually to qualifying households.
- **DISCOUNT RATE:** This provides up to 25% off your monthly gas bill for qualified customers receiving public assistance benefits.
- Please see the enclosed insert for additional special protections.

If your service is disconnected, the past-due balance must be paid prior to the restoration of your service. For bill payment options please call 1-800-233-5325 or visit [ngrid.com/billpay](http://ngrid.com/billpay). Please note: If your service is disconnected, we cannot guarantee same-day reconnection of your service.

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You have the right, within seven (7) days of this notice, to request a Department of Public Utilities Hearing by writing to the Consumer Division, One South Station, Boston, MA, 02110, or by calling 1-617-737-2836 or 1-877-886-5066 or TTY (for the hearing impaired only) 1-800-439-2370.

AB74



# SHUTOFF NOTICE UPDATE – National Grid Electricity



nationalgrid

May 17, 2021

Bill Account Number: [REDACTED]  
Service Address: [REDACTED], \*\*COGEN\*\*

12000014 57 [REDACTED] 1043 -COGEN-000019-41

**CONTACT US FOR HELP TODAY TO AVOID SERVICE DISCONNECTION**

We understand these are financially difficult times which may make it challenging to pay your National Grid bill. We noticed your account will be 48 days past due as of 06/09/2021 and you must act now to avoid service disconnection.

National Grid \$603.75 Amount to Avoid Disconnect \$603.75  
Suspended Charges/Credits \$0.00

It is important that the required payment is made on your account to avoid further collection activity and protect your service. Help is available even if you've never needed it before. Please call us at 1-888-211-1313 or visit [ngrid.com/billhelp](http://ngrid.com/billhelp). Here's how we can help:

- PAYMENT PLAN:** You may be eligible for a deferred payment agreement which spreads your balance over monthly installments.
- The Arrears Forgiveness Program, also known as the Arrears Management Program,** can forgive up to \$12,000 annually to qualifying households.
- DISCOUNT RATE:** This provides up to 32% off your electric monthly bill for qualified customers receiving public assistance benefits.
- Please see the reverse side for additional special protections.

**Notice 0042** Please have it translated.

Este é um aviso importante. Se não puder ler, peça para alguém ler por você. Xin vui lòng cho dịch lại tiếng Anh cho tôi. Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели. Questa è un'informazione importante. Si prega di tradurla.

0042 5

Bill Account Number	Date Due	Amount to Avoid Disconnect	Amount Due
[REDACTED]	06/09/2021	\$603.75	\$724.16

ENTER AMOUNT ENCLOSED \$ [REDACTED]

National Grid  
P.O. Box 371396  
Pittsburgh, PA 15250-7396

000060375 006 [REDACTED]

nationalgrid

June 1, 2021

Bill Account Number: [REDACTED]  
Service Address: [REDACTED]

1200011 57 [REDACTED] 1043 -COGEN-000019-41

**FINAL DISCONNECTION NOTICE - PLEASE CONTACT US**

We understand these are financially difficult times which may make it challenging to pay your National Grid bill, however, your account is past due. If the past-due amount of \$1,835.98 is not received by 06/07/2021, your service will be scheduled for disconnection.

We want to help you avoid disconnection. Please contact us at 1-888-211-1313 to discuss a deferred payment agreement or other options:

- PAYMENT PLAN:** You may be eligible for a deferred payment agreement which spreads your balance over monthly installments.
- The Arrears Forgiveness Program, also known as the Arrears Management Program,** can forgive up to \$12,000 annually to qualifying households.
- DISCOUNT RATE:** This provides up to 32% off your electric monthly bill for qualified customers receiving public assistance benefits.
- For information on assistance options visit [ngrid.com/billhelp](http://ngrid.com/billhelp).
- Please see the reverse side for additional special protections.

If your service is disconnected, the past-due balance must be paid prior to the restoration of your service. **If your service is disconnected, please note that we cannot guarantee same-day reconnection of your service.**

You have the right, within seven (7) days of this notice, to request a Department of Public Utilities Hearing by writing to the Consumer Division, One South Station, Boston, MA 02110, or calling 1-817-737-2836 or 1-877-886-5066 or TTY (for the hearing impaired) only 1-800-452-5736.

**Notice 2101** Please have it translated.

Este é um aviso importante. Se não puder ler, peça para alguém ler por você. Xin vui lòng cho dịch lại tiếng Anh cho tôi. Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели. Questa è un'informazione importante. Si prega di tradurla.

2101 5

Past Due Balance	Total Amount Due
\$1,835.98	\$1,835.98

ENTER AMOUNT ENCLOSED \$ [REDACTED]

15250-7396

000183598 [REDACTED]

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# SHUTOFF NOTICE UPDATE – Eversource



**EVERSOURCE** P.O. Box 2025  
Springfield, MA 01102-2025

Account Number: [REDACTED]  
Statement Date: 06/30/2022

\$159.76	
Amount Due Immediately	Amount Enclosed

REMIT TO:  
EVERSOURCE  
P.O. BOX 55215  
BOSTON MA 02205-5215

[REDACTED]  
SPRINGFIELD MA 01108-3055

[REDACTED] 0000000000 [REDACTED]

RETURN THIS PORTION WITH YOUR PAYMENT. MOVING? PLEASE LET US KNOW, OTHERWISE YOU MAY BE RESPONSIBLE FOR ENERGY USE AFTER YOU MOVE.

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**IMPORTANT NOTICE**

RE: Acct #: [REDACTED]  
Address: [REDACTED] SPRINGFIELD MA 01108-3055

Dear [REDACTED] 06/30/2022

Your Eversource gas account is past due and your service is scheduled for disconnection on 08/01/2022. To avoid disconnection of service, please pay \$159.76 by 07/28/2022. Enrolling in a payment plan or assistance program will also protect your service from disconnection.

**Income-eligible customers may qualify for assistance paying their bill, including:**

- **Discount Rate.** You may qualify for a 25% discount on your monthly gas bill.
- **Residential Arrearage Management Program (RAMP).** This program forgives past due balances as on-time monthly payments are made.
- **Fuel Assistance.** This program may help pay your utility or heating bills if your gross income is at or below 60% of the state median income. Enrollment period is November to April.
- **Good Neighbor Energy Fund.** Additional financial assistance for overdue bills may be available. Visit [MAGoodNeighbor.org](http://MAGoodNeighbor.org).
- **Assistance for Renters.** Apply for rent and utility assistance at [Mass.gov/COVIDHousingHelp](http://Mass.gov/COVIDHousingHelp) or call 2-1-1.

All customers, regardless of income and prior to the disconnect date, can enroll in a payment plan to pay a past due balance over a period of time.

To make a payment or learn about payment plans and payment options, please visit [Eversource.com/BillHelp](http://Eversource.com/BillHelp) or call us at 800-688-6160 before your scheduled disconnection date. Our representatives are here Monday through Friday from 8:00 a.m. – 6:00 p.m. to assist you. Your local Community Action Agency can also help. To find your local agency and apply for assistance, visit [HeatingHelpMA.org](http://HeatingHelpMA.org).

\*\*\*\* ESTE E' UM AVISO IMPORTANTE. QUEIRA MANDA-LO TRADUZIR. \*\*\*\*  
\*\*\*\*\* ESTE ES UN AVISO IMPORTANTE. DEBE SER TRADUCIDO. \*\*\*\*\*

Sincerely,  
Eversource Customer Service Team

CS012A

**EVERSOURCE** P.O. Box 2025  
Springfield, MA 01102-2025

[REDACTED]  
SPRINGFIELD MA 01109-4026

06/30/2022

**FINAL NOTICE: Your Gas Service Will be Disconnected in 72 Hours**  
**IMPORTANT NOTICE – PLEASE READ CAREFULLY**

RE: Acct #: [REDACTED] Amount Past-Due \$20,047.19  
[REDACTED] SPRINGFIELD MA  
01109-4026

Dear [REDACTED]

This is a final notice that your Eversource gas account is past due in the amount of \$20,047.19. Your service is scheduled for disconnection on or after 07/07/2022. To avoid service disconnection, the past due amount must be paid immediately, or you must enroll in a payment plan or assistance program prior to disconnect date. **Please do not mail in your payment.**

**Income-eligible customers may qualify for assistance paying their bill, including:**

- **Discount Rate.** You may qualify for a 25% discount on your monthly gas bill.
- **Residential Arrearage Management Program (RAMP).** This program forgives past due balances as on-time monthly payments are made.
- **Fuel Assistance.** This program may help pay your utility or heating bills if your gross income is at or below 60% of the state median income. Enrollment is open from November to April.
- **Good Neighbor Energy Fund.** For additional financial assistance visit [MAGoodNeighbor.org](http://MAGoodNeighbor.org).
- **Assistance for Renters.** Apply for rent and utility assistance at [Mass.gov/COVIDHousingHelp](http://Mass.gov/COVIDHousingHelp) or call 2-1-1.

All customers, regardless of income and prior to the schedule shut off date, can enroll in a flexible payment plan to pay a past-due balance over a period of time. Visit [Eversource.com/Billhelp](http://Eversource.com/Billhelp) or call us at 800-688-6160 to learn about payment plans, payment options or find a payment agency. **Important:** If you pay online or at a payment agency, please call us immediately to report your payment and avoid service disconnection. To pay with a debit card or credit card, please call us at 800-688-6160 to make your payment. Please note that these payments are subject to a convenience fee for each transaction.

If your service is disconnected, it will be reconnected within 24 hours after payment of the past-due balance has been received. An adult over the age of 18 must be present to provide access for service to be reconnected. A \$40.00 reconnect fee will be charged to reconnect gas service during regular business hours. **Please note: Our field representatives will not accept payments.**

Let's work together to find a solution that best meets your needs. If you have any questions, please contact our Customer Service Center at 800-688-6160 Monday through Friday from 8:00 a.m. – 6:00 p.m. Our representatives look forward to assisting you.

Sincerely,  
Eversource Customer Service  
CS007A

Please note: These are just some of the notices that EOHLC will accept. For all utility providers, similar documentation should be accepted noting an account as shut off or at risk of shutoff. Some key trigger words for shut-off notices are "shut-off", "disconnection" & "termination". If there is uncertainty about which documents to accept you can contact EOHLC via a Zendesk ticket.

# Great communication with UTL providers



LHAND sends an email directly to the utility company and we include the following:

LHAND has approved (\$) to prevent shut off for the following:  
Tenant name, address, phone number and account number

Transfer service (typically moving)

I am a RAFT administrator for Franklin County HRA who is assisting the following Household with RAFT utility assistance application.

I am looking to see if there is a required payment to transfer services for **UTILITY COMPANY** account ### to **NEW ADDRESS**. The account is lined to **Applicant name** at **Former address**, please see attached authorization contract to release information.

**\*\*We are currently processing our applications with a new system. Please REPLY ALL to this email so the staff CC'd here can receive your response\*\***

Good morning/afternoon,

Metro Housing is currently working with this applicant on their application for RAFT financial assistance.

Applicant name: (x)

Account number: (x)

Address: (x)

Can you please provide the following information?

1. Is this applicant currently at risk of shut-off?
2. Is this applicant currently protected from shut-off by the winter moratorium, a medical protection, or any other type of shut-off protection?
3. If this applicant is at risk of shut-off, what is the minimum amount needing to be paid to prevent the shut-off (or restore services)?

Would it be possible to put a temporary hold on the applicant's shut-off while we review and process the application? If so, can you please notate the account to prevent duplicated shut-off notices being sent to applicant or shut-off happening prior to file review/processing? Upon approval, we will contact you again with the approved amounts and when funding will be sent.

Sincerely,



# E2E Updates from 3.15.2024



- Payment Methods created prior to 3/15 should still be verified by the internal policy at your RAA
- ACH Payment Methods created 3/15 or later, will have updated Red/Yellow/Green verification status
- GIACT Verification on the Payment Method is made up of two responses. If either one is red, the PM will be rejected and the payee will be required to upload a voided check for manual verification by the RAA
  - Manual verification will include comparing the name and banking information from the check and the payment method to ensure an exact match
  - Only Payment Admins are able to view full banking details for verification

# GIACT Exposed Fields on Payment Method



- Payment Methods created on 3/15/2024 or later will have Customer and Account response codes to inform the RAA about the results of the GIACT Check

Payment Method  
**PM-09771**

Related

Details

Information

Name	PM-09771	Accounting Key	
4-Digit Account Number	0013	Payment Method Nickname	fggsd
Account Number	0000000013	Record Type	Direct Deposit
Account Type	Savings	Owner	Test Test
Routing Number	122105278	Preferred Method of Payment	Direct Deposit
Payee Name/Check Addressed To Link	<a href="#">Lee Smith</a>	Customer Authentication Response Code	18
Payee Name/Check Addressed To	Lee Smith	Account_Verification_Response_Code	9
Verification Status	Rejected by Automated Service		
Is Active	<input checked="" type="checkbox"/>		

System Information

Created By Test Test, 3/13/2024, 11:00 AM

Last Modified By Test Test, 3/13/2024, 11:00 AM

- The Customer response code from GIACT is checking that the bank account provided belongs to the payee
  - Code 2 is a full pass, the bank account belongs to the name on the Payment Method

Index	Value	Description (gAuthenticate/GIdentify)
0	Null	There is no CustomerResponseCode value for this result.
1	CA01	Information submitted failed gAuthenticate.
2	CA11	Customer authentication passed gAuthenticate.
3	CA21	The customer or business name data did not match gAuthenticate data.
4	CA22	he customer's TaxId (SSN/ITIN) data did not match gAuthenticate data.
5	CA23	The customer's address data did not match gAuthenticate data.
6	CA24	The customer's phone data did not match gAuthenticate data.
7	CA25	The customer's date of birth or ID data did not match gAuthenticate data.
8	CA30	Multiple secondary data points did not match gAuthenticate data.



# GIACT Account Response



- The Account response code from GIACT is confirming that the bank account provided is open/active
  - Codes 12 and 15 are the only full passes, others should be reviewed

Index	Value	Description (gVERIFY)
0	Null	There is no AccountResponseCode value for this result.
1	GS01	Invalid Routing Number - The routing number supplied fails the validation test.
2	GS02	Invalid Account Number - The account number supplied fails the validation test.
3	GS03	Invalid Check Number - The check number supplied fails the validation test.
4	GS04	Invalid Amount - The amount supplied fails the validation test.
5	GP01	The account was found as active in your Private Bad Checks List.
6	RT00	The routing number belongs to a reporting bank; however, no positive nor negative information has been reported on the account number.
7	RT01	This account should be declined based on the risk factor being reported.
8	RT02	This item should be rejected based on the risk factor being reported.
9	RT03	Current negative data exists on this account. Accept transaction with risk. (Example: Checking or savings accounts in NSF status, recent returns, or outstanding items)
10	RT04	Non-Demand Deposit Account (post no debits), Credit Card Check, Line of Credit, Home Equity, or a Brokerage check.
11	RT05	N/A
12	1111	Account Verified – The account was found to be an open and valid checking account.
13	2222	AMEX – The account was found to be an American Express Travelers Cheque account.
14	3333	Non-Participant Provider – This account was reported with acceptable, positive data found in current or recent transactions.
15	5555	Savings Account Verified – The account was found to be an open and valid savings account.
16	7777	N/A
17	8888	N/A
18	9999	N/A
19	GN01	Negative information was found in this account's history.
20	GN05	The routing number is reported as not currently assigned to a financial institution.
21	ND00	No positive or negative information has been reported on the account.
22	ND01	This routing number can only be valid for US Government financial institutions.



# GIACT TIN/SSN Verification



- Three new fields have been exposed on Contact Cards (in red below)
  - These will be used to communicate the results of the GIACT check, which will allow RAAs to make informed decisions about manually verifying TIN/SSN
  - The fields will only be filled in on Contact Cards created on 2/16/24 or later
- GIACT FEIN/TIN Number – this is the number that GIACT found on their end to match against what we sent them
  - If no number is found on their end, GIACT will always fail (not verified) – RAA must use third party system to verify name/TIN/SSN
  - For now, SSNs will always show blank FEIN/TIN– RAA must use third party system to verify name/SSN regardless of Verification Status
- GIACT Response Code – Numerical response – see next slide for details
- GIACT Customer Response Code – explanation of numerical code

Regardless of any other fields – if the GIACT FEIN/TIN Number is blank – RAA should do manual third party verification

System Information	
Account Name	GIACT TEST KTF
Created By	Apply Housing Help MA Site Guest User, 2/14/2024, 9:14 AM
GIACT FEIN/TIN Number	
GIACT ResponseCode	11
GIACT Customer Response Code	Customer identification passed gldentify/CustomerID.

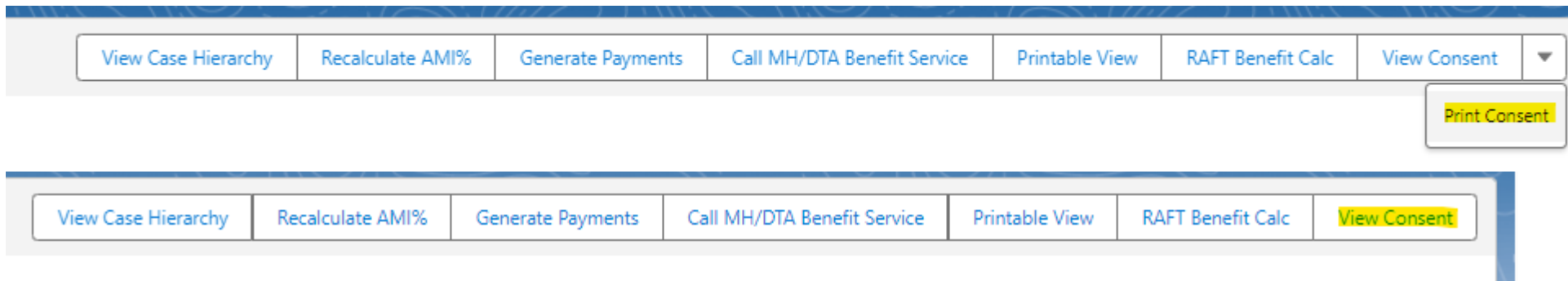
Verification Status	Not Verified
GIACT User Attempts	1
Automated Response	
Last Modified By	GIACT TEST KTF, 2/14/2024, 9:17 AM
Contact Owner	System Admin

[Google Maps](#) [Google Search](#)

# Consent Language on App




- The RAFT/HomeBASE consent language will now be printable, to provide to third party as a release/proof of tenant consent to share information (UTL companies, etc)
- For applications submitted 3/15 and later, you will see a “Print Consent” button at the top right of an application. Click this to print the consent to use as a release (can be printed to PDF if emailing)
  - For applications submitted in languages other than English, the consent language will appear as a “View Consent” button in the same place. To print this, click View Consent, highlight all text, right click, and click “Print”
- Applications submitted by an advocate are also signed by the advocate, so for these applications the advocate’s name will appear in the signature line
  - Any application with an advocate will show the tenant name AND advocate name at the top, but the advocate name will only show in the signature line if the advocate applied on the tenant’s behalf



# EA Doc upload



- Starting in April EOHLC will begin collecting documentation for EA Shelter applicants through E2E under Case record type 'EA Family Shelter'
- These records may come up when searching for RAFT or HomeBASE apps and do not need to be taken into consideration by RAAs at this time

 Case  
**00079870**

Tenant

Assigned RAA

Case Record Type


EA Family Shelter

Date/Time Opened

3/5/2024, 4:53 PM

Risk Level

Last Modified By

 Eduardo Marques da Silva, 3/5/2024, 4:53 PM

Details

Related

Documents

Benefits/Payment


Case Comments

Case Header

Case Number

00079870

Potential Case Owner

 Eduardo Marques da Silva

ETO Case Number

991099786

First Name

Nehemie

Last Name

SSSSS

Case Language

Haitian Creole

ETO Email

[ssssnahomie@yopmail.com](mailto:ssssnahomie@yopmail.com)

Initial ETO Application Status

Active in EA

Case Record Type

EA Family Shelter

Initial ETO App Status Date

2/21/2024

ETO Phone


[\(540\) 204-3943](tel:(540)204-3943)

Field Office


Quincy Office

System Information

Created By

 Eduardo Marques da Silva, 3/5/2024, 4:53 PM

Last Modified By

 Eduardo Marques da Silva, 3/5/2024, 4:53 PM

Date/Time Opened

3/5/2024, 4:53 PM

Date/Time Closed

Web Email



# QUESTIONS



# RAA SUPPORT



## Further Questions

Direct questions to your supervisor and then contact [Zendesk](#) as a point of escalations for questions. A member of the RAA Support Team will respond.

- ***Time-sensitive Questions:*** Critical questions that require responses within 24hrs should be submitted with the priority drop down option labeled “**URGENT.**”

## Best Practice



Please **specify the issue** that you are reaching out about to ensure that the EOHLC RAA Support team is best positioned to provide policy guidance.

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1

## [RAA Resource Portal](#)

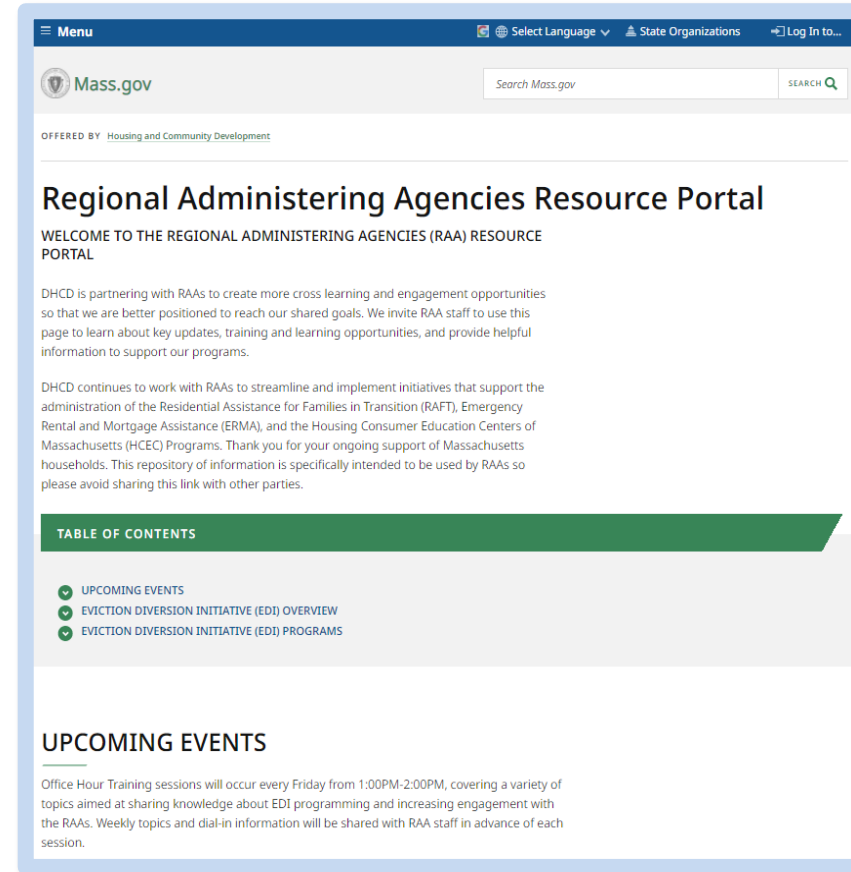
Central resource to provide RAA staff with key updates, training and learning opportunities, and helpful information to support programs

2

**[Frequently Asked Questions \(FAQs\)](#)** that provide additional, concise program guidance.

3

**[Zendesk training materials](#)** offer helpful info on processing within E2E/Salesforce



# THANK YOU!

