



## **POLICY CHANGE ALERT #16-005F**

**UTILITY ALLOWANCE VERIFICATION**

**ISSUE DATE: 01/21/2016**

**EFFECTIVE DATE: EFFECTIVE IMMEDIATELY**

### **Summary**

Programs Impacted: NA and CA

This Policy Change Alert is being issued to inform staff that a collateral contact (CC) may be used for verification when a utility expense is billed to someone outside of the budgetary unit.

When the utility expense is BILLED to someone outside the budgetary unit, one of the following must be used to verify who is responsible to pay the expense:

- A collateral contact with the person billed for the expense
- A signed statement from the person billed for the expense

The CC documentation or the signed statement must include the type of utility expense and state that the budgetary unit has the responsibility to pay the utility expense.

### **Revision Details**

The FAA Policy Manual will be updated to include the information in this Policy Change Alert during one of the next bimonthly revisions. Until then, an alert will be placed in each revised section with a link to this document as a reminder of the policy change.

### **POLICY REFERENCE: FAA4.L11B.01 - UTILITY ALLOWANCE VERIFICATION**

Verification for [utility allowance](#) eligibility is required when ANY of the following occur:

- New application.
- Three years from the date the expenses were last verified. When the three year period expires before the approval period ends, verify the utility expense at the next renewal.
- A change of address is reported.
- A change in the type of utility expenses being billed is reported.
- Information is questionable.
- When the budgetary unit reports a new living arrangement.



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Acceptable documented verification includes, but is not limited to, the following:

- Landlord statement
- Lease
- Utility bill
- LIHEA payment
- A [participant statement](#) when documented verification is not available at the interview

### EXCEPTION

The participant statement is not acceptable verification when either of the following occurs:

- The utility expense is in another person's name that is outside the budgetary unit.
- The participant statement is [questionable](#).

When the utility expense is BILLED to someone **outside** the budgetary unit, **one of the following must be used to verify who is responsible for paying the expense:**

- **A collateral contact with the person billed for the expense**
- **A signed statement from the person billed for the expense**

**NOTE** The CC documentation or the signed statement must include the type of utility expense and state that the budgetary unit has the responsibility to pay the utility expense.

Do NOT request verification of the nonparticipant's separate billing statement or separate residential address.

Only one utility expense that is not a telephone expense must be verified using [documented](#), [collateral contact](#) or [participant statement](#) verification for the [standard utility allowance](#).



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NOTE Key ALL expense types and amounts on EXNS. This information is displayed on HOSU and is used to assist the EI in tracking [Expenses Exceed Income](#) (EEI) cases.

### **WARNING**

Do NOT upload verification of expenses that show the actual address of an [Address Confidentiality Program \(ACP\)](#) participant into OnBase.

Please contact the FAA Policy Support Team by phone at **(602) 774-5523** or by e-mail at **FAAPolicyMgmt@azdes.gov** with any questions or concerns regarding this broadcast.

**Please consider the environment before printing this broadcast.**

(16-0039)