

Energy – CIP Application to Case

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Overview

This job aid describes how to complete a Head of Household’s first Energy Assistance [Crisis Intervention Program (CIP)] application in NC FAST. Only one application is needed for Federal CIP funds and/or for non-Federal CIP funds; NC FAST is programmed to determine the funding source.

If this Head of Household:

- Is applying for the Low-Income Energy Assistance Program (LIEAP), follow the steps outlined in the *LIEAP Application to Case* job aid.

- Is applying for both CIP and LIEAP, refer to the *CIP & LIEAP Combined Application to Case* job aid.
- Has already applied in NC FAST for CIP, LIEAP or both (i.e., has an Energy Income Support case), refer to the *Subsequent Energy Assistance Applications* job aid.

Notes:

- When a pledged payment is included in a payment request, the application associated with the pledge payment can no longer be edited or reassessed. Refer to the Energy Payment Requests and Check Recording Process job aid for guidance.
- Energy Assistance programs (CIP and LIEAP) use a customized application (Guided Interview) that is separated from the integrated application used for other benefit programs in NC FAST (e.g., FNS, Medicaid, CA, Subsidized Child Care Assistance, etc.). Therefore, only Energy Assistance can be included in an Energy Assistance application and only Eligibility workers can complete a separate, non-Energy application in NC FAST.
- To receive Lumbee CIP funds, the client, or a member of the household age 18 or older must be a member of the Lumbee Tribe.
- The NC Rate Settlement fund can be used in conjunction with other CIP & non-federal CIP funds. These funds are ranked as higher priority over other non-federal CIP funds such as Share the Light.
- Households who have already received the maximum amount of \$600 for CIP, are eligible for an additional \$400 when additional Energy funds are available, for a total of up to \$1,000.
- When date of application changes for CIP when dual applications are submitted in ePASS, the CIP application will need to be rekeyed with the changed date of application based on the interview completion date.
- A new Energy application can be keyed if the new application is not for the same Energy program that is already in submitted status.

Step-by-Step Instructions

Person Search and Registration

It is critical to perform a thorough, exhaustive Person Search in NC FAST for everyone included in the application. This will help prevent duplicate person registrations and incorrect eligibility determinations.

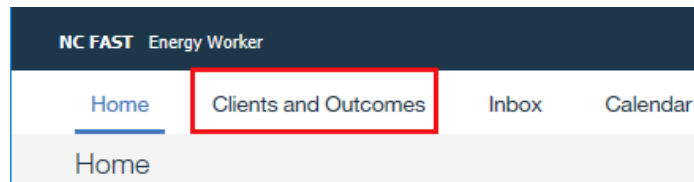
1. Search NC FAST for each household member to see if they are already registered in NC FAST. Refer to the *Searching for Persons* job aid.
2. If any Household Member is not registered in NC FAST, register each household member before continuing the application process. Refer to the *Registering Persons* job aid for detailed instructions.
3. Review each household member's Person page for accuracy, and whether they were previously registered. Update Person page information as necessary.

Notes:

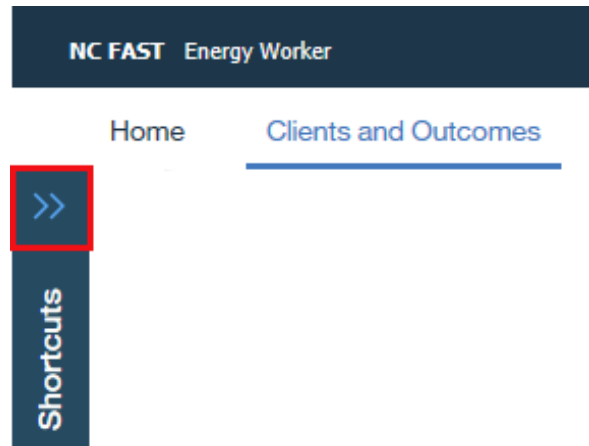
- This step should occur before starting any Energy application; Person page updates will not transfer to an in-progress Energy application. Refer to the *Editing Person Information and Adding Addresses* job aids.
- Energy Applications and Cases are based on the Head of Household's Private Address, where the client resides, which indicates the location requiring heating or cooling. A Mailing Address is not required for Energy cases and will not transfer to the Energy Assistance application. If the Mailing Address exists, on the person page or the Energy Assistance Integrated Case, it will be printed on all Energy Assistance notices.
- Address processing for both Eligibility User Roles is the same. If evidence needs to be added, users can end date an existing Private Address and add a new record. Do not delete any existing evidence on the Person page.
- Of the Energy user roles (a county staff person or Contractor who is assigned to either an Energy or Lumbee Energy user role) cannot make updates to addresses on the Person page. These user roles are only able to add a Private Address record when completing an initial Person Registration in NC FAST. The Mailing Address and Private Address fields are editable in the Energy Application. The Energy Integrated Case will store this address for any subsequent applications and pull them into the Guided Interview (IEG).
- Keep the Head of Household's Person page open. This is where an Energy worker begins the Head of Household's initial Energy application.
- The latest information (Address, Phone Number, Date of Birth and Social Security Number) from Person Evidence will now be populated in application when an in-progress Energy application is resumed or while editing an already submitted application.

Search for Prior Energy Assistance Benefits

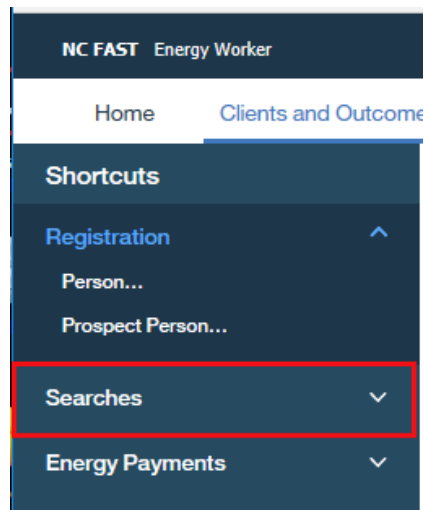
1. Perform an Energy Benefits Search to determine whether the Head of Household previously received Energy Assistance benefits in NC FAST.
 - a. Click the **Clients and Outcomes** tab.



- b. Click the **toggle** to expand the Shortcuts panel.



- c. The Shortcuts panel expands. Click the **Searches** folder.



- d. The Searches folder displays. Click the **Energy Benefit** hyperlink.

NC FAST Energy Worker

Home Clients and Outcome

Shortcuts <<

Registration v

Searches ^

Person

Application

Appeal

Energy Provider

Energy Fund Balances

Energy Benefit

Energy Payments

- e. Enter the search criteria for the Head of Household then click **Search**.

Energy Benefit Search X

Energy Benefit Search

Energy Benefit Search

Energy Benefit Search

Search Criteria

Reference

Additional Search Criteria

First Name

Last Name

Date of Birth

Gender

Search

Reset

- f. The Search results display. Click the **toggle** next to any result that says *Yes* in the Head of Household column. From here, the Energy worker can review information about Energy benefits received.

Energy Benefit Search

Energy Benefit Search

** required field*

ⓘ This benefit information may not be a true reflection on the household's available benefit. Please check the applications under the Applications tab for this household to confirm actual benefits available.

Search Criteria







Reference

Additional Search Criteria

First Name Date of Birth

Last Name Gender

Search Results: NC FAST

Person	Case Reference	Last Application Date	Head of Household	Address	Gender	Date of Birth
		9/5/2017	Yes		Female	12/21/1960
					Female	1/29/1965

Notes:

- If the Head of Household column contains Yes, determine what type (and what amount) of Energy assistance has been received. If the Head of Household column reads Yes and the client is still eligible for CIP benefits (if in the current fiscal year), follow the guidance outlined in the Subsequent Energy Assistance Applications job aid (instead of using the steps outlined in this CIP Application to Case job aid). If the Head of Household column contains No, continue to step 5 below.
- To examine the existing Energy Income Support case in detail, click the **Case Reference number**. The Energy Income Support case is displayed in a new tab. An Energy worker should begin any subsequent Energy Assistance application (whether for CIP or LIEAP) from this page, not from the Head of Household's Person page.
- This message will display after the search criteria is entered; This benefit information may not be a true reflection on the household's available benefit. Please check the applications under the Applications tab for the household to confirm actual benefits available.

Initial CIP Application

1. Begin this Head of Household's initial application.
2. Navigate to the Head of Household's Person page. Click the **Applications** tab.

Home Clients and Outcomes Inbox Calendar Reports

Energy Benefit Search X Jane X

Jane

Shortcuts

Jane

Female
Born 1/1/1975, Age 43

Home Evidence Care and Protection Issues and Proceedings Financial Transactions Client Contact Administration **Applications**

- a. The Applications page displays. Click the **New Application** hyperlink.

Energy Benefit Search X Jane X

Jane

Jane

Female
Born 1/1/1975, Age 43

Home Evidence Care and Protection Issues and Proceedings Financial Transactions Client Contact Administration Applications Con

Applications

New MAGI Application... **New Application...**

- b. The New Application pop-up appears. Select the Crisis Intervention Program (CIP) **check box** then click **Next**.

Note: Depending on the NC FAST user role, users may have to select the **Energy** radio button, then click **Next**. On the next page, select the **Crisis Intervention Program** check box.

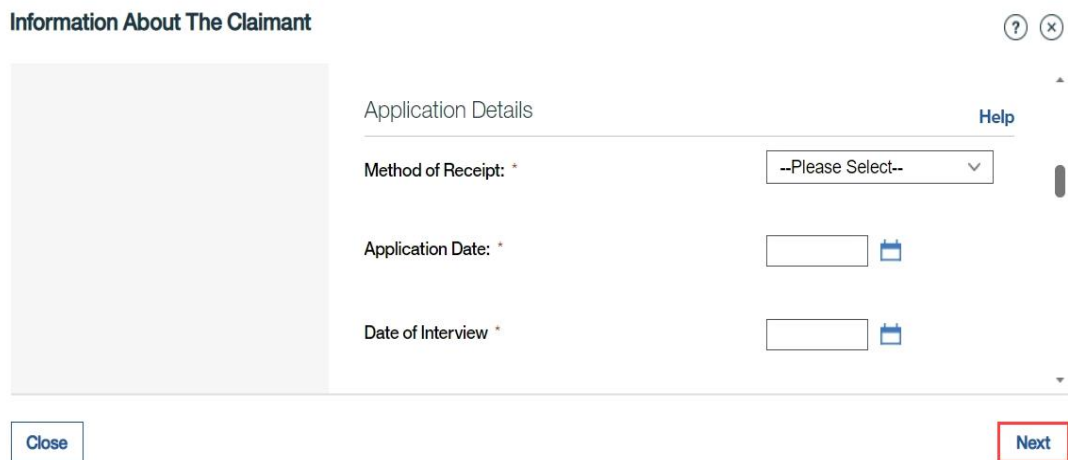
New Application ? X

<input type="checkbox"/>	Name	Description
<input type="checkbox"/>	Crisis Intervention Program (CIP)	The Crisis Intervention Program (CIP) serves individuals and families who are experiencing a heating or cooling related crisis.
<input type="checkbox"/>	Low Income Energy Assistance Program (LIEAP)	The Low Income Energy Assistance Program (LIEAP) is a federally-funded program that provides for a one-time Provider payment to help eligible households pay their heating bills.

Cancel **Next**

About the Claimant

1. The Guided Interview opens (on the Information About the Claimant page). The Guided Interview is divided into several sections. Enter or select the applicable information on each page.
 - a. Information About The Claimant: Enter the applicable information then click **Next**.



Notes:

- An asterisk (*) indicates required information. Some required information (like Race and Ethnicity) is not always marked with an asterisk. After entering or selecting all mandatory information on a Guided Interview page, click **Next** to progress to the next page.
- If an Energy worker does not enter or select an answer to a required question, clicking **Next** generates a validation message that lists the information that must be supplied to progress further. Enter or select answers to those questions then click **Next**.
- When the application progresses successfully to the next page, NC FAST automatically saves all information entered on the previous page. The Energy worker can select **Close** (at bottom left) at any time to end the Guided Interview. The next page allows the worker to choose whether to save the application and continue later (*In-Progress* status) or quit/delete it.
- The Date of Interview field has been added when combined CIP & LIEAP applications are submitted.

- b. Suggested Addresses: Select the applicable information then click **Next**.

Suggested Addresses

About The Claimant
 The Claimant's Home
 Household Details
 Summary
 Eligibility Results

about you

Suggested Addresses

Compare the entered and suggested addresses and consider updating where appropriate.

** Indicates a required item*

Entered Residential Address

Apt./Suite:	Street 1: 143 MARTIN LUTHER KING PKWY	Street 2:
City: DURHAM	State: North Carolina	Zip: 27713
County: Durham		

[Close](#)
[Back](#)
[Next](#)

- c. About the Claimant (Claimant Details): Enter the applicable information then click **Next**.

Claimant Details

About The Claimant
 The Claimant's Home
 Household Details
 Summary
 Eligibility Results

about you

Claimant Details

Please enter the claimant's details.

** Indicates a required item*

Personal Details

Does the claimant have an SSN? *	--Please Select--	
Date of birth: *	1/1/1975	
Gender: *	Female	
Marital status: *		
What is the claimant's citizenship status? *	--Please Select--	

[Close](#)
[Back](#)
[Next](#)

Notes:

- Does this person have an SSN? is a required field. Select **Yes** if the Head of Household has an SSN. The Head of Household's SSN then appears in the

field below (if SSN evidence has been added to the Head of Household's Person page).

- Select **No** if the Head of Household (an ineligible alien, for example) does not have an SSN. Select **N/A** for *Has the claimant applied for an SSN?*
- Selecting **Yes** to *Is this person disabled?* will trigger NC FAST to apply the \$85 medical deduction (if SSI is chosen as the client's Benefit income type later in the Guided Interview).
- Selecting **Yes** to *Has the claimant lived at this address for 12 months or longer?* triggers NC FAST to ask questions later about all the household's Energy providers.
- If someone other than the Head of Household or a Household Member is applying for Energy Assistance on behalf of the household, select *Yes* for *Is someone other than a Household Member applying for the household?* then enter the representative's first and last names in the fields that then appear.
- Housing Status is mandatory for the application to be submitted. Select an applicable option from the drop-down menu.

Claimant Details ? ×

Has the claimant been emancipated through a court order? --Please Select--

Housing Status: (select one) * --Please Select--

Voter Registration

If you are not registered to vote where you live now, would you like to apply to register to vote here today?
IF YOU DO NOT ANSWER THE QUESTION, YOU WILL NOT BE ELIGIBLE TO REGISTER TO VOTE.

Own

Rent with Utilities Billed Separately

Rent with Utilities included in rental fee

Other

Close Back Next

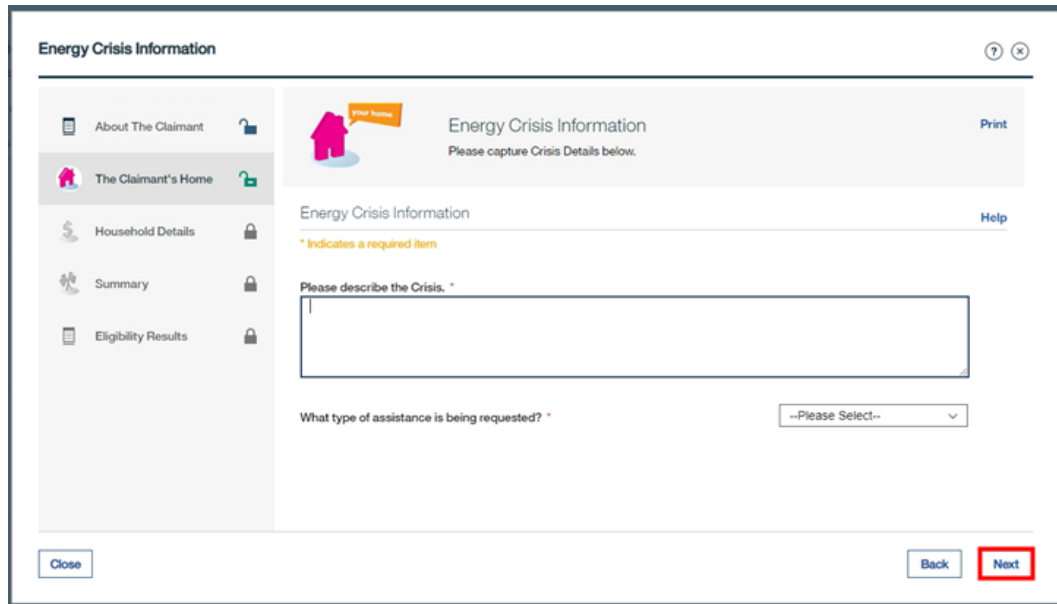
The Claimant's Home Section

1. Energy Crisis Information (The Claimant's Home): Enter the applicable information then click Next.

Notes:

- The application date for CIP applications submitted **after 5:00 pm, weekends and holidays** will be updated to the **next business day** in NC FAST.

- The "**Submitted Date**" Time on the Home screen will continue to display the actual date and time a CIP application is submitted. The "**Application Date**" on the Programs screen will display the "**Revised Application Date**" when a CIP application is submitted after 5:00 pm, on a weekend, or holiday.
- CIP applications cannot be authorized prior to the **Revised Application** date.
- CIP application dates cannot be changed on the same day of submission when submitted after 5:00 pm, on a weekend or holiday.
- In the example below, the following question has been removed: Is the household facing a life threatening or health related emergency and is without a heating or cooling source or in danger of disconnection?



2. What is the status of this energy source/account?

Note: A new reason has been added to the question, What is the status of this Energy source/account? The new reason is "Household has a past due or shut-off notice with a health-related crisis".

Energy Provider Details

?
✕

Energy Program Details

The following fields need to be completed for any CIP or LIEAP Energy Provider.

What is the status of this energy source/account? * --Please Select--

What is the F Disconnected

CIP Progr Household has a past due or shut-off notice with a health related crisis

The followi Household has equipment that is still operable, but places them at imminent risk of losing their home energy service

What amount Household has past due or shut-off notice

What is the ty Inoperable equipment

Has the bill been past due for 12 months or longer? * --Please Select--

Is this a pre-paid metering account? * --Please Select--

Does the amount required to alleviate the crisis reflect the provider agreeing to accept a lesser payment? * --Please Select--

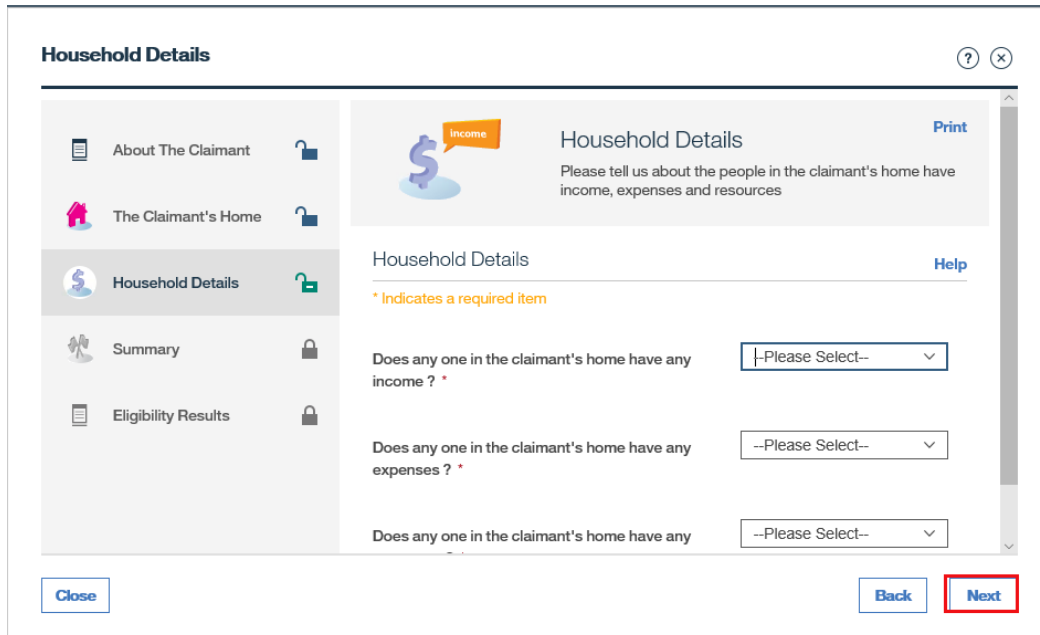
Close
Back
Next

Notes:

- On the Energy Crisis Information page, describe the crisis (minimum of 20 characters).
- All fields are required on the Energy Provider Search page.
- When the Energy worker enters a minimum of two consecutive characters found in an Energy provider's name (in the Energy Provider Name text field), any enrolled provider with those consecutive letters in its name appear in the search results. For example, entering "as" the Energy Provider Name will return all results that include both gas and Washington in the provider's name.
- If an Energy provider does not appear in the search results, contact a supervisor, or lead worker for guidance. They enter and submit all county Energy providers with contracts to state-level personnel who approve or reject them. If a provider's status is not Enrolled (which means approved), that provider will not appear in search results.
- On the Select Energy Provider screen, a provider must be selected.
- On the Energy Provider Details screen, the benefit amount cannot exceed the amount needed to alleviate the crisis.
- On the Household Electric Vendor screen, select and click the applicable options if the client has an electric vendor.

Household Details Section

1. Household Details: Select the applicable information then click **Next**.



Notes:


- If **Yes** is selected from any of the drop-down menus, select the radio button beneath the Head of Household's name.
- Add income, expenses, and resources for all household members. CIP requires current monthly amounts for these.
- NC FAST classifies some sources of income as Benefit Income instead of as Unearned Income. For example, SSI is Benefit Income, not Unearned Income.

Summary Section

1. Review The Claimant's Answers: Confirm all the information is accurate then click **Next**.

Review The Claimant's Answers

- About The Claimant
- The Claimant's Home
- Household Details
- Summary**
- Eligibility Results



Review The Claimant's Answers

Here is a full summary of what the claimant has told us about the claimant and the claimant's home so far.

Application Details

Date of Application:	Received Method:	Action
12/11/2018	In-Person	Edit

Authorization Details

Authorization Date:	Action
12/11/2018	Edit

[Close](#)
[Back](#)
[Next](#)

Notes:

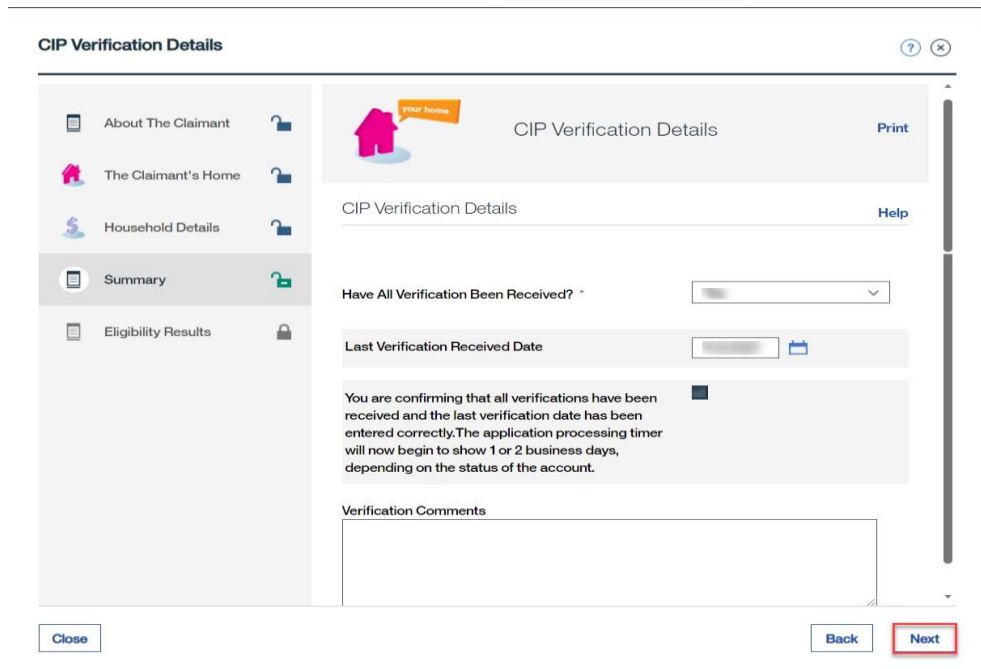
- The Review the Claimant's Answers page summarizes all information entered on the Guided Interview. Review this page thoroughly. Edit, delete, or add information as necessary on this page.
- When the heating source for the crisis is anything other than an electric provider, users must enter both an electric and non-electric heating provider. If assistance is not requested from the electric provider, enter a \$0 crisis amount for the electric provider, and add the non-electric heating provider with the actual crisis amount. **(Ex):** Client is a Duke Energy Progress customer, but only needs assistance with LP gas at AmeriGas. The worker will add both energy providers to the application but enter \$0 crisis amount for Duke Energy Progress. For AmeriGas, the worker will add to this crisis amount that is needed to alleviate the crisis. When the worker authorizes the application, it will be approved for Share the Light funds depending upon fund availability.

CIP Verification Details Section

- CIP Verifications Details: Click the **Have All Verification Been Received** drop-down menu then select the applicable option.
 - Select **No** when all verifications have not been received. Enter necessary Verification Comments then click **Next**.

Note: Guidance on how to Edit the CIP Verification Details can be found on steps 3 a, b, i-vi of Verify Evidence with OVS or FNS & Work First section.

- b. Select **Yes** When all verifications have been received.
 - i. Enter the **Last Verification Received Date**.
 - ii. Select the check box that states, **“You are confirming that all verifications have been received and the last verification date has been entered correctly. The application timer will now begin to show 1 or 2 business days, depending on the status of the account.”**
 - iii. Enter any necessary Verification Comments then click **Next**.




Note: The DSS-8185 date field has been added to the CIP application on the CIP Verification Details screen. Once DSS-8185 date is entered on CIP application, CIP timer should reset and add 2 additional Business Days from the date the DSS-8185 date is entered in NC FAST. This is a mandatory field that requires selection.

Heat and Electric Vendor Section

1. Heat and Electric Vendor: Enter the applicable information for the household's **primary heat vendor** and **electric vendor** from the drop-down menus then click **Next**.

Heat and Electric Vendor

- About The Claimant
- The Claimant's Home
- Household Details
- Summary**
- Eligibility Results



your home

Heat and Electric Vendor

[Print](#)

Please record the household's heat and electric vendor [Help](#)

* Indicates a required item

Please select the household's primary heating vendor. *

Please select the household's electric vendor. *

[Close](#)
[Back](#)
[Next](#)

Notes:

- An authorized rep will be assigned to an application only if the Energy Provider is not registered with FIS.
- A Caseworker should not be able to modify to any dates prior to future application date until the current date. **Example:** CIP application is submitted on 1/6/2024 (weekend) and NC FAST updates the application date to the next business day, 1/8/2024, caseworker should not have the ability to make any edits on the CIP application on 1/6/2024 (weekend). Rather, any edits can be completed on 1/8/2023.

CHATHAM

[Home](#)
[Financial](#)
[Credentials](#)
[Relationships](#)
[Contact](#)
[Alternative ID](#)

Home

Enrollment Date

9/29/2023

Preferred Language

English

Service County

Chatham

End Date

Preferred Communication

Mail/Post

Primary Category

Energy Vendor [\[View Types\]](#)

Payment Details

Location ID

Currency

US Dollar

Direct Deposit Status

Authorized Rep Provider

Yes



- Yes, will be displayed on the Energy Provider screen for Authorized Rep Provider.



- The system will recognize that the provider is not registered and will link it to the DSS County Office as the Authorized Rep.
- The approval notice will only display the non-registered provider and not the DSS County Office as the provider on the notice.



Eligibility Results Section



1. Eligibility Results: Review all information to make certain the eligibility determination matches expectations then click **Next**.



Eligibility Results - CIP ✕



 About The Claimant 

 The Claimant's Home 

 Household Details 

 Summary 

 **Eligibility Results** 

 Eligibility Results - CIP 

Eligibility Results - CIP

Head of Household	Jane E
Eligibility Decision	Eligible
Lumbee Household	No
EBCI Household	No
Household Size	1
Eligible Benefit Amount	250.00

Close Back **Next**

Rights and Responsibilities Section

1. Claimant's Rights and Responsibilities: Select each **check box** then click **Submit**.

Note: If needed, Energy workers can open the Client Rights and Responsibilities document (in either English or Spanish) and print it using the hyperlinks on this page. Each open in another window as a PDF document. Closing the PDF returns the Energy worker to the Guided Interview's Rights and Responsibilities page.

Application

?

×

* required field

Claimant's Rights and Responsibilities

North Carolina Public Assistance Rights and Responsibilities

North Carolina Public Assistance Rights and Responsibilities - Spanish

Medical Transportation Assistance Notice of Rights and Responsibilities

☐ Confirmed that claimant has read or been made aware of his/her rights and responsibilities. *

Management and Protection of Personal Health Information Policy

☐ Confirmed that the claimant has read or been made aware of the department policy, if applicable per program. *

Authorization To Release Information

Cancel

Back

Submit

2. The Application tab on the Head of Household's Person page displays. Click the **reference number** hyperlink for this application.

Note: The application status must be *Submitted* for the reference number to become a hyperlink. Click the **refresh** icon to update the application status to *Submitted*.

3. The Energy Application home page displays. Click the **Clients** tab to confirm that NC FAST has matched all household member information entered on the Energy application with information (name, SSN, date of birth) that appears on each household member's Person page:
 - a. A list of household members included on this application displays. A status of *No* in the registered column indicates that the person's name, date of birth, and/or SSN as entered on the application does not match these same details on their Person page.
 - b. For each household member with *No* in this column, click the **List Actions Menu** then select **Match Client** or **Potential Match**. Refer to the *Match Client* job aid for guidance on completing the Match Client process.
 - c. After successfully completing the Match Client process, *Yes* should now appear in the Registered column for every household member.

Notes:

- NC FAST automatically matches name, SSN, and date of birth (Status = Yes) if what is entered on an application matches this same information on the Person page.
- When an application is submitted after 5:00pm, holiday or weekend and NC FAST updates the application date to the next business day and the county caseworker edits the application and modifies the application date, the CIP Timer should update based on the modified application date (1 business day if emergency and 2 business days if nonemergency).
- **EXAMPLE:** A CIP application was submitted on 1/10/2024 and county caseworker edits the application and updates the application date to 1/3/2024. The CIP Timer should update based on the 1/3/2024 modified application date (1 business day if emergency and 2 business days if nonemergency).

Verify Evidence with OVS or FNS & Work First

1. Click the Online Data tab to check multiple online databases that might verify evidence included on the application. Refer to the Requesting and Viewing Online Data OVS job aid. Make a note of any OVS results that do not match the details recorded during the Guided Interview.
2. Click the **FNS & Work First** tab to view any income, resources and/or expenses used to determine a household member's eligibility for active Food & Nutrition Services (FNS) or Work First/Cash Assistance case. Note any details that affect the household's Energy Assistance application.
3. If either OVS results or information found on the FNS & Work First tab indicate that evidence or verification source needs to be edited/updated on the Guided Interview:
 - a. Click the **Tab Actions Menu** then select **Edit Application Information**.
 - b. The Summary page of the Guided Interview pop-up appears. Select **Edit**, **Delete** or **Add** (if available) for any section of the Summary page to change information recorded earlier on the Guided Interview.

Note: Selecting **Delete** removes the information from the application immediately. Selecting **Edit** or **Add** opens the relevant page of the Guided Interview. When the page displays:
4. Update information, as necessary.
 - a. Change the verification method, if necessary.
 - b. Select **Yes** When all verifications have been received.

- c. Enter the Last Verification Received Date.
- d. Select the check box that states you are confirming that all verifications have been received and the last verification date has been entered correctly. The application timer will now begin to show 1 or 2 business days, depending on the status of the account.
Note: Add additional required verification comments. Do not delete previous comments.
- e. Click **Next** to return to the Summary page.
- f. Repeat steps 3.b.i-vi as often as necessary to record OVS results.
- g. Click **Next**.
- h. The Eligibility Results page displays. Review eligibility results then click **Next** if satisfied with the results.
Note: Clicking Back returns to the Summary page.
- i. The Update Application pop-up appears.
- 5. Click **Confirm** for NC FAST to use the changes you made on the Guided Interview to reassess eligibility.
 - a. Click **Cancel** to return to the Summary page.

Check Eligibility and Authorize or Deny the Application

- 1. The Energy Application page displays. Authorize or deny the application.
Note: The application cannot be authorized unless the last verification date is entered. A validation message will display “Last Verification Received Date must be entered before authorizing the CIP program.”
 - a. To authorize the application:
 - b. Click the **Tab Actions Menu** then select **Authorize Program**.
 - i. The Authorize Program pop-up appears. Select the applicable **check box** then click **Authorize**.
 - c. To deny the application:
 - i. Click the **Contacts** tab to add case notes to substantiate denying the application:
Note: Case notes can only be added to an Energy application before the application is disposed.

- ii. Click the **Notes** folder then select the **New Note** hyperlink.
 - iii. Enter a Subject and notes. Click **Save**.
 - d. Click the **Programs** tab to deny the application.
 - i. Click the **List Actions Menu** then select **Deny**.

Note: The denial reason "Eligible but there are not funds available," is now available in the drop-down menu when the applicant is eligible but, there are no funds available.
 - ii. The Deny Program Request pop-up appears. Select the Denial Reason from the drop-down menu, add comments then click **Save**.
2. Print the approval or denial notice:
 - a. Click the **Contacts** tab then click the **List Actions Menu** associated with the notice.

Note: The approval/denial notice is also accessible on the Head of Household's Person page (Contact tab > Communication folder).
 - b. Select **View/Print**. The approval or denial notice opens as a PDF file.

Note: Depending on the web browser used, the notice may open automatically in a new browser tab, or it may download (in which case it must be opened manually).
 - c. Check it for accuracy. Print then close the PDF file.
 - d. The Contacts page on the Energy Application displays. To update the notice's status from *Draft* to *Sent*:
 - i. Click the **List Actions Menu** then select **Edit**.
 - ii. Click the **Status** drop-down then select **Sent**.
 - iii. Click **Save**.
3. View the Pledged Payment Status:
 - a. Navigate to the Energy Application page. Click the **Programs** tab.
 - b. Click the **toggle** next to the Program to review details.
4. Add case notes:
 - a. Click the **Related Cases** tab.
 - b. Click the **reference number** hyperlink.



- c. The Energy Income Support Case displays. Click the **Case Details** tab.
- d. Click **New**.
- e. The New Note pop-up appears. Enter and select the applicable information then click **Save**.
- f. The Energy Income Support page displays.