

**Dollar Energy Fund, Inc.**

Box 42329

Pittsburgh, PA 15203



# LETTER OF AGREEMENT

## Pennsylvania Hardship Program

Company

Name  
Company  
Address  
City, State Zip



**2020-2021**

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## General Information

This Letter of Agreement made between the **Dollar Energy Fund, Inc.** (Dollar Energy) and **Utility** (the Company) sets forth the operating parameters of the Dollar Energy Fund Hardship Program (Hardship Program) for the 2020-2021 program year (October 1, 2020, to September 30, 2021).

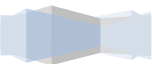
As described below, both parties will abide by the parameters described and will only deviate from these parameters by mutual agreement confirmed in writing. The written communication should be directed to the individual whose signature appears on this document and should be sent to the following address:

**If to Company:**

Name  
Company  
Address  
City, State, Zip

**If to Dollar Energy Fund:**

Dan Caponi, CFO  
Dollar Energy Fund, Inc.  
P.O. Box 42329  
Pittsburgh, PA 15203



## Program Administrator's Role

In conjunction with the Company, Dollar Energy will manage and administer all phases of the Hardship Program in order to provide utility grant assistance to the Company's customers who meet grant guidelines.

Dollar Energy is responsible for administration of the application process, general guideline development, application and data management, reporting, training, education, and outreach. In addition, Dollar Energy will conduct fundraising efforts to raise additional funds for the Hardship Program in conjunction with the efforts provided by the Company.

## Application Process

Dollar Energy will act as the primary agent for the gathering, processing and approving applications for the Hardship Program.

## Program Guidelines

Dollar Energy has established a basic set of Hardship Program guidelines by which the Company's customers qualify for assistance. All utility companies are required to select the guideline options that best meet their program needs on an annual basis. The Hardship Program Guidelines used by the Company during the 2019-2020 program year are highlighted in the attached [Exhibit A](#) document. You may elect to retain these program guidelines, as outlined in [Exhibit A](#), or change the guidelines for the upcoming year by making changes directly on [Exhibit A](#).

## Application and Data Management

The Company is granted access to Dollar Energy's *iPartner® Grant Management System* to review information regarding fund balances, application processing, application status, and standard reports. Access to iPartner® is granted only to named users.

It will be the responsibility of Dollar Energy to continue to maintain and upgrade the *iPartner® Grant Management System*. Dollar Energy will also provide and govern system access to all other parties involved in the application process.

Dollar Energy will take all necessary steps to hold non-public customer information and Company information in strict confidence. No information will be released or disclosed to any third party without the express written consent of the party(ies) involved. Dollar Energy will treat non-public information collected from applicants and the Company with the highest level of security at its disposal in order to prevent any improper or unauthorized use of the information.

## Reporting

Reports will be available on all application and grant activities through standard reporting procedures. This will be done through the standard set of reports available through the use of the iPartner® system.

The Company may request reports other than the standard iPartner® reports. Additional fees may be associated with the production of additional reports. Fees for additional reports will be negotiated on a per case basis.



## Public Education and Outreach

Dollar Energy will provide public education about the program through public service announcements, press releases, community speaking engagements, networking, and other methods deemed effective in alerting the public about the availability of the program as well as how the community can contribute to the Hardship Program.

## Community Based Organizations Network

Dollar Energy will manage and train a Network of Community Based Organizations (CBOs). This training and administration will entail:

- Quality assurance activities to ensure proper administration of applications. This will include an annual audit of client files and intake procedures.
- Consistent updates on relevant state and federal program and utility programs.
- Annual training and as needed training on program guidelines.
- Annual feedback sessions with CBO representatives to gain insights on program changes and improvements.
- Needs assessments, in conjunction with the Company, to determine accessibility of the program to customers. When and where necessary, Dollar Energy will recruit, train and manage new CBOs.
- Consulting with agencies on problem solving and other related management issues.
- Referral to LIHEAP, Crisis, and other information and referral activities.

## Electronic Funds Transfer of Grants to the Company

As an integral part of the basic Hardship Program management, Dollar Energy will make available the option to execute Electronic Funds Transfer (EFT) for the accounting of Hardship Program grants and credits to customer accounts. There are two options available to the Company to enact EFT. (An EFT worksheet will be provided upon request). Any programming to the EFT process outside of the normal scope may result in an extra charge to the Company.

## Fundraising Efforts

Dollar Energy Fund, Inc. is a 501(c) (3) non-profit organization and is chartered as a charitable organization in all states in which we are conducting fundraising activities. Dollar Energy complies with all regulations and statutes governing non-profit organizations and maintains registrations with all government bodies as required.

Dollar Energy will make all due efforts to raise funds for the program through a variety of measures including, but not limited to, the Add a Buck program, special events, direct appeals, grant funding, and membership drives.



## Allocation of Funds Raised by Dollar Energy

Prior to the start of the program year, Dollar Energy projects the amount of money it believes it will be able to raise for the Hardship Program during the program year. A portion of these funds may be added to the pool of grant funds available to the Company's customers. This decision will be based on a formula using the following factors:

- Customer contributions
- Company matching contributions
- Other Company funds committed to the Hardship Program
- Operating funds for program administration
- Company donated facilities, equipment, materials
- Proceeds from company sponsored fundraising events
- Other programs or service contracted between the Company and Dollar Energy (gross annual receipts)
- Miscellaneous Company contributions to Dollar Energy

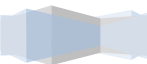
Allocations of the Dollar Energy funds will also consider the ability of the company to match any funds raised by Dollar Energy. Should the Company not be able to provide matching funds towards this amount, the Dollar Energy raised funds may not be made available to the Company absent of a match. Allocations of Dollar Energy funds are subject to change based on changes in overall Hardship Program funding. Throughout the year, Dollar Energy will make every effort to match all available company matching funds.

The amount of funding available to the Company is estimated in the Financial Worksheet on Page 10.

## Program Year Financial Summary Worksheet

At the end of Dollar Energy's program year, a Program Year Financial Summary Worksheet will be provided to the Company. The Program Year Financial Summary will summarize the Company's contributions, customer contributions, and Dollar Energy fundraising contributions to the Hardship Program. The Program Year Financial Summary will also summarize grants to the Company's customers and the related Operating and Community Based Organization (CBO) fees earned by Dollar Energy. Remaining Company funding for grants from the program year, and any balance due from/to the Company for Operating Fees and CBO fees, will also be displayed.

If the Company elects to have remaining Company contributions, including remaining Operating Fees and Agency Remuneration Fees, rolled over to next year's program, any remaining dollars will be carried forward to the next program year. If the Company elects to have remaining contributions, including Operating Fees and Agency Remuneration Fees, returned to the Company, any remaining dollars will be paid back by Dollar Energy to the Company via check. If the Company owes Dollar Energy for any Operating Fees or Agency Remuneration Fees at the end of the program year, Dollar Energy will invoice the Company for the amount due when sending the Program Year Financial Summary Worksheet. All amounts due to Dollar Energy shall be paid by the Company within 45 days.



## The Company's Role

### Collection of Customer Donations

The Company will provide the mechanism for the collection, accounting, and reporting of customer donations garnered through the use of utility bill check-offs or other measures used to collect funds for the Hardship Program. At least monthly, the Company will remit to Dollar Energy the entire amount of customer donations gathered from the previous period.

### The Add a Buck Program

The Company will institute a bill check off system that allows each customer to elect to give at least one dollar per month to Dollar Energy. In order to maintain and recruit new Add a Buck donors, the Company will provide a minimum of 2 bill inserts or other similar customer communications during the program year promoting Dollar Energy and asking customers to financially support Dollar Energy through the program. Dollar Energy's experience shows these inserts to be most effective when delivered to customers between September and March.

The support from the Add a Buck donors is the most consistent and reliable source of funding for the program. The Company is asked to assist in these efforts by holding at least one public opportunity to raise additional awareness for the Hardship Program. Dollar Energy will provide resources and technical assistance as needed for these activities.

### On-Line Bill Payment Initiative

Customers who receive and pay their utility bills online are more likely to miss Dollar Energy Hardship Program appeals ordinarily mailed with monthly bills. Dollar Energy Fund has created a donor portal available at [www.dollarenergyfund.org](http://www.dollarenergyfund.org). If the Company currently does not have the ability for customers who desire to pledge funds to the program on a monthly basis electronically, the Company is encouraged to direct customers to the donor portal.

### Company Fundraising

The Company is encouraged to raise additional funds for its low-income customers by organizing a fundraising event. Funds raised through these efforts are reserved solely for the grant activities of customers of the Company.

### Operating Costs

The Company will provide operating funds to cover the management costs of the Hardship Program. The operating funds are comprised of 2 components, operating funds and Community Based Organization (CBO) fees.

Operating funds cover the following expenses and activities of the Hardship Program for the program year:

- |                                    |  |
|------------------------------------|--|
| • Executive oversight              | • Hardship Program CBO management and training |
| • Accounting                       | • Material production and distribution         |
| • Human Resource management        | • CBO remuneration and accounting              |
| • Fundraising and public relations | • Utility training and communications          |
| • Access to iPartner©              | • Advertising and promotion                    |
| • Technology management            | • Audit  |
| • Staff supervision                |  |



- Insurance
- Office supplies and equipment
- Postage
- Printing and copying
- Rent
- Utilities
- Information Technology
- Travel
- Contracted services
- Miscellaneous expenses



## Company Funding Questionnaire, Program Guidelines, and Financial Worksheet

Please complete the Funding Questionnaire, Program Guidelines, and Funding Worksheet (Page 10) below. By completing the Funding Questionnaire, Program Guidelines, and Funding Worksheet (Page 10), Dollar Energy can manage the Hardship Program in a manner that best fits the Company's needs and expectations.

### Company Funding Questionnaire

- 1) Will Company funding for grants be transferred to Dollar Energy for cash management?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

- 2) Does the Company intend to use Electronic Funds Transfer (EFT) to receive payment for customer grants?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If the Company has answered yes and EFT has not been used by the Company in prior years, please provide the name, email, and phone number of the person at your Company responsible for coordination EFT.

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

- 3) Can Company contributions that are not matched by customer contributions or Dollar Energy contributions be used unmatched?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

- 4) If Company contributions remain at the end of the fiscal year, the Company:

\_\_\_\_\_ Elects to have remaining Company contributions, including remaining operating fees, rolled over to next year's program.

\_\_\_\_\_ Elects to have remaining Company contributions, including remaining operating fees, returned to the Company

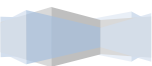
### Program Guidelines

- 1) Does the Company have changes to the proposed program guidelines as outlined in Exhibit A to this Letter of Agreement?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If yes, please make changes directly on Exhibit A and return to Dollar Energy Fund with the signed Letter of Agreement.





## Company Funding Disclosure

By executing this Letter of Agreement, the Company is agreeing to provide a certain and definite amount of funding to the Hardship Program. Dollar Energy expects that the Company will fully honor this agreement.

In the event that the Company is not able to honor all parts of the agreement or becomes aware that it may not be able to fully meet its original monetary obligation, the Company will immediately notify Dollar Energy. If the Company has to reduce funds available to customers and Dollar Energy has expended funds in excess of the reduced amount, the Company agrees to reimburse Dollar Energy fully for all amounts expended.

By signature below, I accept the terms of the Letter of Agreement.

*Executed on behalf of Company by:*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

*Executed on behalf of Dollar Energy by:*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

