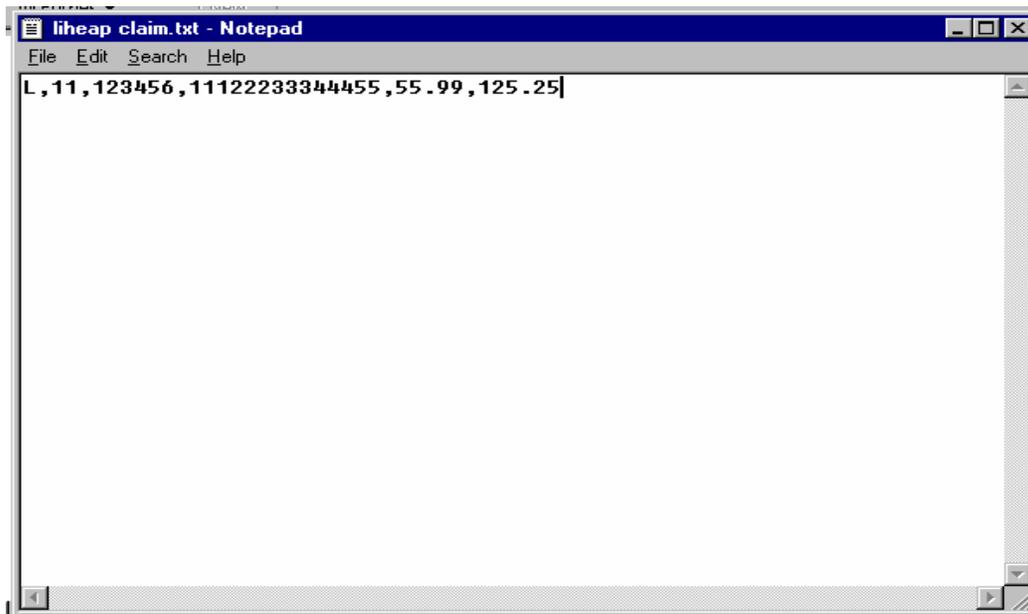


LiHeap Claim Instructions

Claims can be entered through a file import, however, a Claim ID must be used to submit Claims. The Claim ID can be found in the Choices For Yousm LIHEAP Ledger.

PEGASys[®] will accept LiHeap claims exported from your current customer management system. In order to use this feature you must create a LiHeap Claim text file. The text file can contain claims for multiple accounts.



Note:

Multiple files may be submitted in the same day. However, when multiple files are processed the data in the most recent file will overlay any 'Pending' activity for that *account*. This is regardless of whether activity was entered online or through imports.

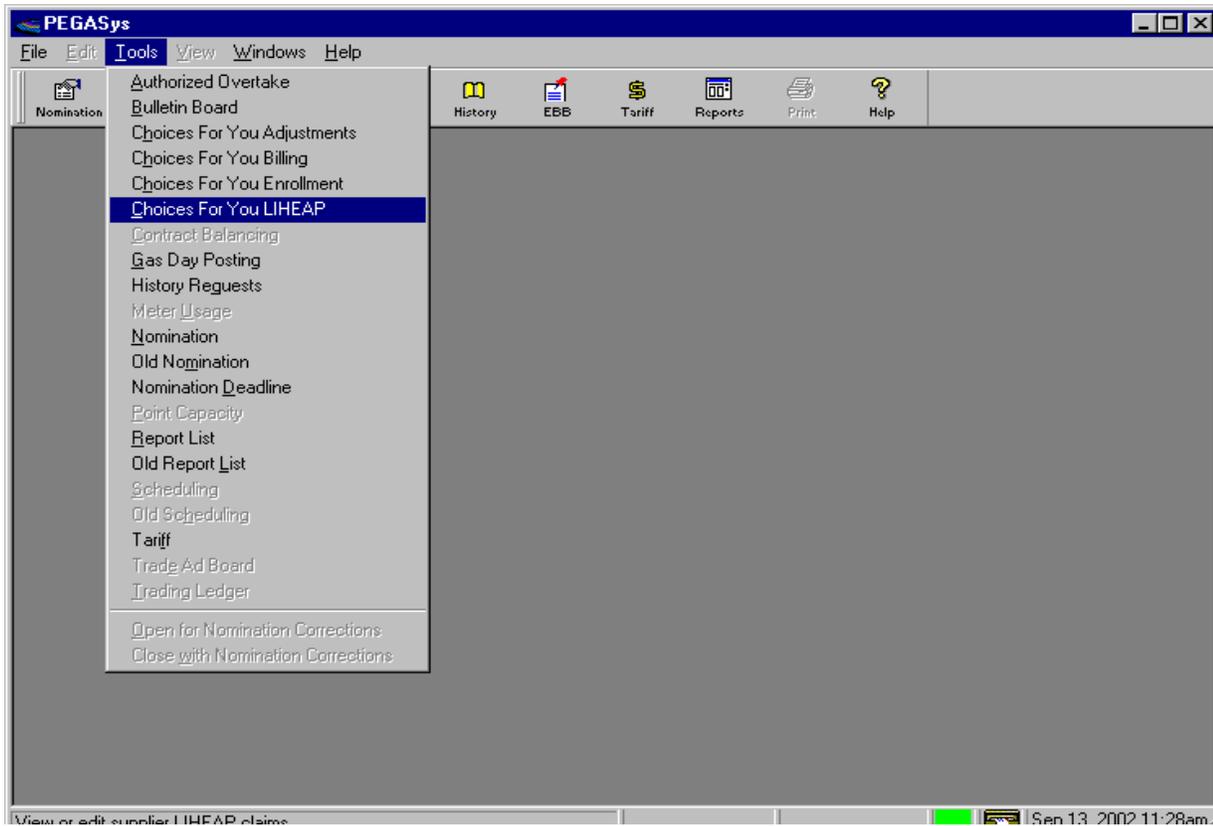
Where: L,BBBBBBBBB,XXXXXX,CCCC,AAAAAAAAAAAA,A1,C1

Field	Length	Format	Description
L	1	"L"	LIHEAP Claim record type. One char constant required
BBBBBBBBB	1-10	1 to 10 Digits	'LIHEAP ID' field on 'C For U LIHEAP Ledger' required
XXXXXX	6	6 Digits	Marketer number required
CCCC	5	5 Digits	Contract number Required
AAAAAAAAAAAA	9-13	9 to 13 Digits	Account number required
A1	4-13	+\$\$\$\$\$\$\$\$.\$\$ Plus sign "+" (optional) followed by 1 to 9 digits representing dollars, followed by decimal place holder ".", followed by 2 digits representing cents.	ARREARS CLAIM AMOUNT required Valid Charge Amounts: +100.00, 12.50, +99.00 Invalid Charge Amounts: 100.00-, 100, .1, -99.99
C1	4-13	+\$\$\$\$\$\$\$\$.\$\$ Plus sign "+" (optional) followed by 1 to 9 digits representing dollars, followed by decimal place holder ".", followed by 2 digits representing cents.	CURRENT BILL CLAIM AMOUNT required Valid Charge Amounts: +100.00, 12.50, +99.00 Invalid Charge Amounts: 100.00-, 100, .1, -99.99

Choices for Yousm LIHEAP Ledger:

Each account will be assigned a unique LiHeap ID for each billing period. LiHeap IDs can be viewed and/or edited in the Choices for Yousm LiHeap Ledger. Claims can only be added to or edited in a Status of New or Pending. Detail records provide additional information to the Supplier regarding claims of prior periods.

Choose 'Choices for Yousm LIHEAP' under Tools on the Menu Bar.



The Choices for Yousm LIHEAP Filter will appear.

Choices For You LIHEAP Filter

Specify viewing options for Choices For You LIHEAP :

Claim Due

Start Date: 9/13/02

End Date: 9/13/02

Marketer: All

Status: All

Company Code: PGL NSG

OR

Account Number:

Save As Default

OK Cancel Help

The Choices for Yousm LiHeap Ledger can be filtered by either the Claims Due Date or a specific account number. If you filter on the Claims Due Date, you can also choose to view a specific Status or ALL Statuses.

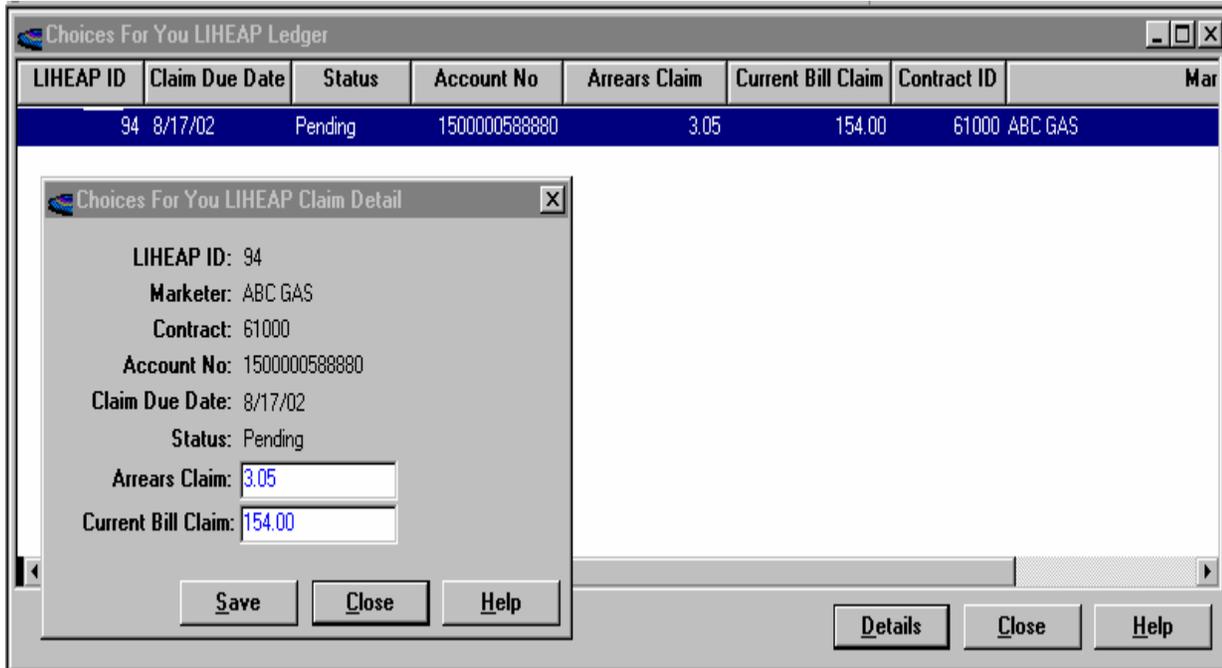
Once you click 'OK' the appropriate LiHeap claim ID(s) will be displayed in the Choices for Yousm LiHeap Claims Ledger.

Choices For You LIHEAP Ledger

LIHEAP ID	Claim Due Date	Status	Account No	Arrears Claim	Current Bill Claim	Contract ID	Mar
94	8/17/02	Pending	150000588880	0.05	12,400.00	61000 ABC GAS	
95	8/16/02	None	1500002222220	0.00	0.00	61000 ABC GAS	
96	8/16/02	Submitted	1500009999994	30.00	30.00	61000 ABC GAS	
97	8/16/02	None	1500007777778	0.00	0.00	61000 ABC GAS	
99	8/16/02	Accepted	1500010101010	600.00	45.00	61000 ABC GAS	
101	8/16/02	None	2500005555550	0.00	0.00	61000 ABC GAS	
102	8/16/02	Accepted	2500008333333	7,500.00	999.99	61000 ABC GAS	
103	8/16/02	None	2500022322227	0.00	0.00	61000 ABC GAS	
104	8/16/02	Submitted	3500002229999	52.52	0.00	61000 ABC GAS	
105	8/16/02	Submitted	3500007000009	0.00	30,000.00	61000 ABC GAS	
107	8/16/02	Accepted	3500011111173	0.05	0.58	61000 ABC GAS	
108	8/17/02	Pending	3555518887311	0.90	0.00	61000 ABC GAS	

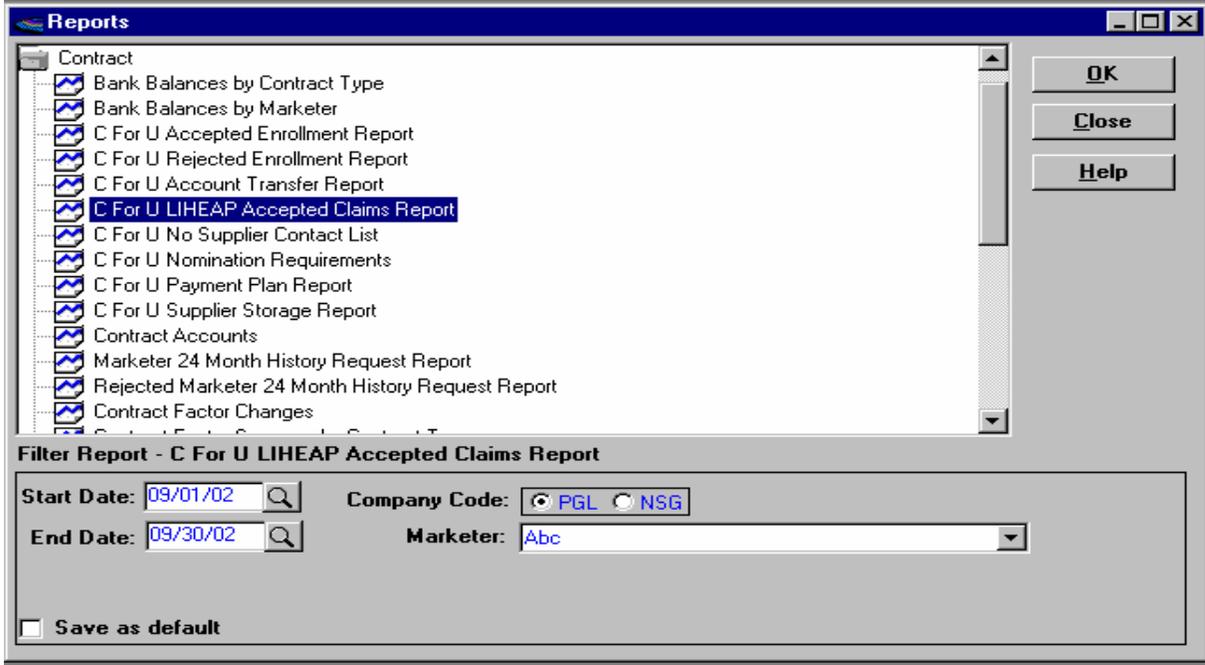
Details Close Help

You may submit individual LiHeap Claims by highlighting an account from the LiHeap ledger and double clicking. The Choices for Yousm LIHEAP Claim Detail window will open. Upon typing in the Arrears Claim/Current Bill Claim amounts, the “save” button will become enabled. Select “save” and the claim is submitted.



Choices for You LIHEAP Accepted Claims Report:

Choose this report to view all accepted submitted LIHEAP claims The Filter options for the report are displayed at the bottom of the panel, you must select the date range you wish to view (you cannot span months). All accounts, with LIHEAP claim activity within the selected date range will be displayed.



Click 'Ok' and the Choices for You LIHEAP Accepted Claims Report will be displayed.

Start Date: 8/1/02		End Date: 8/30/02						
Company: PGL								
Marketer:								
LIHEAP ID	Submit Date	Claim Due Date	Account No	Arrears Claim	Current Bill Claim	Arrears Applied	Current Bill Applied	Contr
99	8/23/02	8/16/02	1500010101010	600.00	45.00	59.70	0.00	
102	8/23/02	8/16/02	2500008333333	7,500.00	999.99	120.05	0.00	
107	8/23/02	8/16/02	3500011111173	0.05	0.58	0.00	0.00	
Totals:				8,100.05	1,045.57	179.75	0.00	