

Operations Bulletin 2016-2: The Standard Utility Allowance Page in BEACON (Issued 01/12/2016)

The Standard Utility Allowance page in BEACON requires that questions about household utility expenses be answered during applications and recertifications, as well as when address changes are reported.

Case managers must **not** record or answer *yes* to any utility question if the household does not report paying for that expense. Current participation in the H-EAT Program must not impact responses to the utility questions.

IMPORTANT: BEACON automatically assigns the appropriate SUA based on the responses to utility questions and other information. If questions are answered incorrectly, this will likely result in a Quality Control error for the case manager and the client may be responsible for an overpayment.

Staff should refer to the Online Guide for additional information regarding Standard Utility Allowances and the H-EAT Program.