
Department of Community Services and Development

Utility Assistance Data Transfer Business Rules

Version 3.9.23

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Business Rules	Date: 8/29/2016

Revision History

Date	Version	Description	Author
11/01/2001	1.0	Existing data transfer documents combined to increase clarity and readability.	DKnapp
06/07/2002	1.2	Added changes to support EVP program implementation.	DKnapp
10/03/2002	1.3	Updated field validations resulting from gap analysis against the software code.	Larry Davis
11/14/2002	1.4	Updated Utility Account Number Appendix, Utility Codes Appendix and Utility-Program Matrix to reflect the addition of 3 new utilities	DKnapp
01/05/2004	1.5	Updated Department of Health and Human Services web site information. Added Death Match. Updated utility account number formats and utilities available for use.	DKnapp
10/06/2004	2.0	Added fields and changed business rules to reflect variable payment amounts for Fast Track (FT). Updated utility account number formats.	DKnapp
3/15/2013	3.0	Added fields and business rules to accommodate the UA CORE data transfer process.	DMolina
4/17/2013	3.1	Revised the criteria surrounding certification and intake date.	DFelden
6/27/2013	3.2	Added fields and additional business rules for CORE to accept WPO records. Additional utility codes for WPO vendors.	DMolina
12/18/2013	3.3	Added fields.	DFelden
12/30/2013	3.4	Deleted field – “2.16.65 Date the job is reported”. Fields alphabetically ordered	AJoshi
1/10/2014	3.5	“Unknown” option added to the 7 new data fields.	DFelden
1/28/2014	3.6	Selection criteria and validation changes for 6 of the 7 new data fields. Appendix—Data File Format Overview, “type” column updated for accuracy.	DFelden
5/28/2014	3.7	Updated Bear Valley Electric, City of Burbank and Long Beach Utility account number criteria Revised Section 2.16.68 for clarification purposes.	DFelden
9/22/2014	3.8	Updated minimum payment allowed for WPO application.	DFelden
2/5/2016	3.9	Incorporate 2016 program year changes; multiple utility bill collection, age 19-59, migrant or seasonal farmworker, 12-month resident, etc. and removal unused fields.	DFelden

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7/29/2016	3.9.1	Updated Section 3.1 and Section 4.2 to match DTR template; Section 4 Duplicate Checks, last bullet updated making WPO company/account number information required; added Total of Age validation; changed any reference to Electricity to Electric; changed validation on Bills 2-4 in reference to utility code 1 or 2; bills 2-4 Zip Code: Changed Description; Disconnection Prevented Validation Added validation: If Disconnection equals YES; Services Restored cannot equal YES; Energy Services Disconnected, changed acceptable values: YES NO; household size, changed acceptable values: 1-99; Main Heating Fuel, added validation: Does not apply when PayBill Utility Code equals 1 or 2; Past Due Notice, changed acceptable values: YES or NO; Services Restored?, changed validations: Can be blank for HE, HW and EW; updated Section 12 Appendix -- Utility Company Codes and Account Number Formats; removed Section 18 Appendix—Data File Format Overview; Rejection Reasons; removed "Utility code in supplemental bills cannot be 1 or 2"; Rejection Reasons: Added "NO LONGER IN USE" to Rejections #13 and #28. Rejection Reasons: Added Total Payment Amount cannot be blank.	Diana Felden
8/16/2016	3.9.2	Modified Utility Docs validation and added implementation timeline.	KHart, RRobinette
8/29/16	3.9.3	Deleted WPO vendors from Appendix—Utility Company Codes and Account Number Formats; renumbered 46-48, added WPO Utility Company field to PayBill; added Bill 2 Utility Docs?, Bill3 Utility Docs? And Bill4 Utility Docs? Fields, change Validation column name, reworted validation for Utility code 1 & 2 in PayBill fields; added rejection reasons 41 & 42; expanded validation for “Same Account Gas/Electric?” field; updated Data File Layout.	Diana Felden

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1. Business Rules

1.1 Introduction

This document has been adapted from the original CLASS data transfer process to accommodate the implementation of the first phase of the Combined Outcome Reporting Engine (CORE) application system. It has been designed to mirror the CLASS process. Currently all LIHEAP agencies must use the database transfer (DBT) method to send data to CSD. This document outlines the data elements, the data file format, the data field validations, and record level business rules. The data contained in the transfer files must be adhered to by all agencies transferring utility assistance including Wood, Propane, and Oil (WPO) data via CORE application system to CSD.

1.2 Purpose

The purpose of this document is to communicate the DBT process and any changes to the agencies. This document also communicates to the software development team the requirements of the database transfer process.

1.3 Scope

The scope of this document is to describe the DBT process for the LIHEAP HEAP and Fast Track as well as for WPO. It does not include Weatherization or CSBG at this time. This document only describes the utility assistance and WPO data transfer feature of CORE.

1.4 References

N/A

1.5 Overview

This document describes the business rules for the DBT process. It includes information on the data file layout, any validation that will be completed on the data received by CSD, as well as other business rules that should be followed when transferring data to CSD. CSD warrants that the records following these business rules will be accepted into CORE. The business rules defined here form the essential substance of this document. Business rules are listed alphabetically in the Business Rules section below for easy reference. All application records coming into CSD-CORE application system via data transfer need to have eligibility, duplicate, and validation checks completed prior to transfer. If a Local Service Provider (LSP) needs to correct a rejected or deficient record, then the LSP must correct the error in their local application system. Upon making the correction, the LSP shall resubmit that record to CSD through its data transfer process a second time to validate whether the record will be accepted or not. LSPs can only override a Phone or Place of Service (POS) or Mail Address duplication deficiency if it is determined not to be a true duplicate.

1.6 Eligibility

The HEAP, Fast Track, and WPO programs have certain eligibility requirements that an applicant must meet in order to participate in the program. If an application record does not meet the database transfer rules, the application record will be accepted into CORE data base as deficient.

- An applicant can only receive one utility assistance (HEAP, Fast Track, or WPO) benefit once per program year.
- An applicant is not eligible to receive services if their place of service (POS) is outside the eligible service area for the LSP submitting the application.
- LSPs must have an open contract and money in their allocation for the selected component for an application record to be accepted.
- For an applicant to be eligible to participate in either of these programs their households must have a combined income of less than 60% of the California state median income as adjusted for the household size.

HEAP, Fast Track, and WPO programs are federally funded programs that have the same income eligibility requirements. The median income changes are published each year by the US Department of Health and Human Services. If you require detailed information about the median income that is used by CSD to calculate eligibility, please contact CSD-Help Desk Staff.

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1.7 Calculating Payment Amounts

Payment amounts for the HEAP and Fast Track programs are calculated by CSD at the beginning of each program year based on 3 factors; an applicant's poverty group, the 'coefficient' of the service county of the applicant, and the 'base' cost of energy in the state of California. The payment calculation used is the same for all LIHEAP programs that are supported by the CSD. However, agencies are not restricted to using the calculated amounts for their WPO programs. WPO payments are at the agencies discretion as long as it is applied consistently. The basic formula for calculating payments is as follows:

$$(\text{Poverty Group Factor}) * (\text{Base Energy Cost}) * (\text{County Coefficient}) = \text{Payment Amount}$$

The payment amount is then rounded to the nearest dollar to achieve the actual payment amount. The payment amount provided in the transfer file must exactly match the payment amount as calculated by CSD. If the amount does not match exactly, the record will be accepted into CORE as deficient.

The Fast Track program allows for variable benefit amounts. The base payment amount is calculated by the formula described above and a supplemental payment amount can be applied in addition to the base Fast Track payment amount. The following rules apply to the variable Fast Track Payment amounts:

- The minimum total payment that can be provided to an applicant is the base Fast Track payment (Payment amount)
- The maximum total payment that can be provided to an applicant is the total due on the energy bill rounded up to the next dollar not to exceed \$1,000.00 whichever is less. The maximum total payment is the Fast Track base payment plus any supplemental payment amount to be provided.

Please refer to the examples below for further clarification on allowable payment amounts.

Total Due on Energy Bill	Fast Track Base Payment Amount*	Supplemental Payment**	Maximum Payment Amount
\$500.03	\$250.00	\$251.00	250 + 251 = \$501.00
\$1,500.10	\$250.00	\$750.00	250 + 750 = \$1,000.00
\$75.00	\$250.00	\$0.00	250 + 0 = \$250.00

* The fast track base payment amount is calculated using the basic formula described above.

** The supplemental payment amount is determined by the agency. The only restriction is that the total payment amount cannot be below the minimum or above the maximum. In other words, the total payment amount can be equal to or less than Energy Cost.

1.8 Poverty Group

CSD's Poverty Groups are 4 ranges of percentages set by CSD based on the annual Federal Poverty Guidelines. The ranges are set based on an income's percentage of the guideline. For example, poverty group 1 may be an income from 0% up to and including 85% of the guideline, poverty group 2 may be an income over 85% up to and including 100% of the guideline, etc. An applicant's poverty group is determined based on monthly income, the number of people in the household, and how that compares to the guideline. Each poverty group is assigned a poverty group factor by CSD. The poverty group factor represents the number of months of energy bills that CSD would like the payment to cover. For example, poverty group 1 may have a poverty group factor of 5 (which means that we want to pay approximately 5 months of the client's energy bill). The poverty group factor can change depending on the program year.

1.8.1 Base Energy Cost

The base energy cost is meant to represent the average energy cost in the state of California. It is calculated by CSD with the assistance of utility companies. The base cost of energy is the same for both HEAP and Fast Track. However, the base cost of energy is recalculated each year and will vary depending on the program year.

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1.8.2 County Coefficient

The county coefficient is used to take into account the fact that the cost of energy will vary across the state of California. Some counties experience energy bills that are higher than the base cost of energy and other counties may experience energy bills that are lower than the base cost of energy. For example, the cost of energy may be more in San Mateo County than in Sacramento County. The county coefficient is set by CSD with the assistance of utility company data. The calculated amounts are then transferred to the County Payment Tables programed into CORE and distributed to LSPs with the Annual Startup Package.

Whenever a payment amount change is requested by an agency all applicants from that point forward (not based on intake or Certification date) will receive that new county coefficient/change. The system cannot apply the old benefit levels once the new ones have become effective.

1.9 Return Payments

- When a payment is received back from either a utility company or SCO and no request for the payment is received from the customer within 90 days, the payment is returned to the agency's remaining balance.
- The 90 day clock begins when the return payment is received by CSD from the utility company or the State Controller's Office.

1.10 Rejected Applications

Records submitted by DBT Agencies will undergo two passes of validation:

1. Format Validations: To ensure that the correct format for each transmitted field has been followed. For example, SSN cannot contain alphabets
2. Business Rules Validations: to ensure the integrity of the application based on historical data present in CORE as well as the data that is being transmitted. For example, duplicate check.

Format Validations will result in Rejected Records. Only Accepted Records will be validated to ensure that they meet business rules. Applications that meet the business rules will be considered "Completed" and will be processed for payment by CSD. Applications that do not meet the business rules will be considered deficient and will not be processed for payment until deficiencies are corrected. "Rejected" status only applies to data transfer and will be visible to the user on the Import and Data Transfer Screens in CORE. Rejections, deficiencies, or completed status will be assigned on an individual record in each data file transfer. A rejected and/or deficient record will not cause the entire file to be rejected. Please see Appendix-Rejected Reasons.

1.11 Deficient Applications

- A deficiency occurs when an end user has transferred an application that does not meet the business rules criteria. At saving: Deficiencies are created by the System. The application stays in this status until all its deficiencies have been resolved with the retransfer of a corrected record.
- When CORE determines a record to be deficient and there are correctible deficiencies that allow the customer application to become "Complete", they must be resolved within 45 days from the Created On Date (transfer date). The specific types of deficiencies are outlined in Appendix-System Generated Deficiency Reasons, and will depend on the errors that occurred.
- These errors are business-related in nature (e.g., SSN in use, missing utility bill information, dollar amounts may be incorrect).
- This status does not apply to data format errors, such as characters in a dollar amount, invalid dates, etc. those issues will cause the record to reject.
- Applications cannot become "Deficient" once it has been selected for payment. The status cannot be changed even with a subsequent transfer of new data.
- After 45 days and if at least one deficiency still exists, a record will move to Closed-Deficient.

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Deficiency - Agency Out of funds

At the time of eligibility, the system will check to see if the agency has positive (i.e. greater than zero) funding amount for the Program Year by county. If so, it will allow the transfer. If the funding amount is less than or equal to zero, the application will become Deficient-Agency Out of Funds.

- This is the last check in the eligibility process the Application is otherwise eligible.
- This deficiency check is completed when the “Pay Run” process executes.

1.12 Allocations

CORE will track two fields: 1) allocated amount for each component and 2) total spent amount for each component. At the start of the contract, the allocated amount is equal to the remaining balance.

When an application is “Complete” and a payment is created; the payment amount from the application is deducted from the agency’s remaining balance.

1.13 Application Income

The application income is the total of countable incomes for the household:

- CORE will verify income guidelines for number in household
- The application income amount cannot be blank

1.14 Calculating Energy Burden

Total monthly energy cost divided by total monthly countable income. Energy burden calculation is not a transferred field.

- If number of days on the utility bill is more than 30, prorate it over 30 days
- If the number of days on the utility bill is less than 33 but more than 22 it does not need to be prorated
- With zero countable income or zero income, the energy burden must be set to a maximum of 150%

2. Other Business Rules

- System will validate that a residential zip code (POS) is in California; however, the mail zip is unrestricted.
- Mail County Code field for an out of state address must have a 00 to indicate unknown.
- During file import, all records will be validated against the Smarty Streets address normalization service to ensure that the place of service and mailing address zip codes are valid for the address submitted.
- LSP Users cannot edit an existing Customer’s Name or SSN in CORE. Only CSD staff will have authorization to perform this task upon request.
- CSD will issue HEAP and Fast Track payments to one utility company or as a single party to the customer or a dual party warrant to the utility company and the customer. WPO payments or vouchers are issued by LSPs to the WPO vendors.
- CORE will validate a record using rules from the contract and program year for which the application is being submitted.
- The Utility Account Number must match the format for the selected utility.

3. Data File Validations

Each column of the Excel spreadsheet equates to a field (i.e. column A equates to account number, column B equates to age 3-5, etc.). Column headers **must** be included in the template. For column order refer to the list below. DBT Agencies will be provided an **Excel XML Spreadsheet 2003** template by CSD with the fields described in the File Structure section of this document. DBT Agencies will be responsible for populating the template with the records for the transfer and uploading the template into CSD’s CORE system. DBT agencies must use the template provided by CSD to transfer data.

As stated before records submitted by DBT Agencies will undergo two passes of validation:

1. Format Validation: To ensure that the correct format for each transmitted field has been followed for example, SSN cannot contain alphabets, letters in a number field, or invalid dates. Records do not conform to the Appendix Data File Format Review
2. Business Rules Validation: To ensure the integrity of the application based on historical data present in CORE as well as the data that is being transmitted. For example, duplicate check or death match.

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3.1 Data File Layout

Each Excel file can contain a number of applications. A file may contain applications that participate in any of the programs supported by the CSD. (it is not necessary to create one file per program). See Appendix—Program Codes for a list of the programs currently supported by CORE. For each application included in the file, the following information can be provided:

- 12 Month Resident
- Age 0-2
- Age 3-5
- Age 6-18
- Age 19-59
- Age 60 and Older
- Agency Code
- ACC
- All Electric?
- Applicant Email
- Area Code
- Bill 2 Account #
- Bill 2 Address 1
- Bill 2 Address 2
- Bill 2 City
- Bill 2 First Name
- Bill 2 Fuel Type
- Bill 2 Last Name
- Bill 2 Middle Initial
- Bill 2 Monthly Cost
- Bill 2 State Code
- Bill 2 Utility Code
- [Bill 2 Utility Docs?](#)
- Bill 2 Zip Code
- Bill 3 Account #
- Bill 3 Address 1
- Bill 3 Address 2
- Bill 3 City
- Bill 3 First Name
- Bill 3 Fuel Type
- Bill 3 Last Name
- Bill 3 Middle Initial
- Bill 3 Monthly Cost
- Bill 3 State Code
- Bill 3 Utility Code
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- Bill 3 Zip Code
- Bill 4 Account #
- Bill 4 Address 1
- Bill 4 Address 2
- Bill 4 City
- Bill 4 First Name
- Bill 4 Fuel Type
- Bill 4 Last Name
- Bill 4 Middle Initial
- Bill 4 Monthly Cost
- Bill 4 State Code
- Bill 4 Utility Code
- [Bill 4 Utility Docs?](#)
- Bill 4 Zip Code
 - CalFresh Recipient Certification Date
- Currently Out Of Fuel?
 - Date Of Birth
 - Disabled
- Disconnection Prevented?
- Service Disconnected?First Name
- Household Size
- Intake Date
- Language Code
- Last Name
- Mail Address 1
- Mail Address 2
- Mail Bldg Type Code
- Mail City
- Mail County Code
- Mail Dup Ok
- Mail State Code
- Mail Street Type Code
- Mail Zip Code
- Main Heating Fuel
- Middle Initial
- Migrant Or Seasonal Farm Worker
- Monthly Income
- Move In/Move Out
- Native American
- Past Due Notice?
- Pay Bill Account #Pay Bill Address 1
- Pay Bill Address 2
- Pay Bill City
- Pay Bill First Name
- Pay Bill Fuel Type
- Pay Bill Last Name
- Pay Bill Middle Initial
- Pay Bill Monthly Cost
- Pay Bill State Code
- Total Due on Pay Bill
- Total Payment Amount
- Pay Bill Utility Code
- [Pay Bill WPO Utility Co.](#)
- Pay Bill Zip Code
- Payment Amount
- Phone
- Phone Dup Ok
- POS Address 1
- POS Address 2
- POS Bldg Type Code
- POS City
- POS County Code
- POS State Code
- POS Street Type Code
- POS Zip Code Priority Points
- Program Code
- Program Year
- Risk of Running Out of Fuel?
- Same Account Gas/Electric?
- Services Restored?
- Signed
- SSN
- External User Id
- [Utility Does?](#)

For additional details (e.g. description, valid values, etc.) regarding the fields refer to the Field Validation Section.

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4. Duplication Checks

Duplication checks will be performed to ensure that a household is only served once in a given program year. These checks will be completed for HEAP (HE), and Fast Track (FT), and Wood Propane and Oil (WPO) programs. The duplication checks will be as follows:

- Mail Address – for applications where utility selection is for utilities included in rent or submetered, the mail address on the application (mail address 1 and 2 data fields) will be checked to determine if another application with the same mail address has already received HEAP, Fast Track, or WPO benefits in the same program year.
- Place of service—the place of service on the application will be checked to determine if another application with the same address (POS address 1 and 2, city, state and date data fields) has already received HEAP, Fast Track, or WPO benefits in the same program year.
- Phone number—the phone number and area on the application will be checked to determine if an application with the same area code and phone number has already received HEAP, Fast Track, or WPO benefit in the same Program Year.
- Last name and SSN—the last name and SSN of the applicant will be checked to determine if that applicant information exists in the database and has already received HEAP, Fast Track, or WPO benefit.
- Social security number—the social security number of the application will be checked to determine if it already exists in the system. If the social security number already exists in the system for a person other than the applicant (person with a different name) the application will be deficient.
- Utility company / account number— the utility company and account number will be checked to determine if a household has already received HEAP or Fast Track benefits for that utility account number. The WPO company /account number is required for WPO. Account number duplicate check will **not** occur for WPO.

4.1 Death Match Check

A death match check will be done to ensure that the Social Security number (SSN) being used by an applicant does not match an SSN in the Death Match File database from the Social Security Administration. The death match database is updated on a monthly basis. The death match check will be performed for all programs based on the social security number that is submitted in the DBT file. If the social security number that has been submitted is found as a match to that of a deceased individual, the application will be flagged as deficient.

4.2 Field Descriptions and Validation

The table below provides descriptions of each of the data fields, describes the acceptable values for that field, and describes the validation that will be performed on that field. Any application that does not meet the validation described will be rejected or made deficient by the system.

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
12 Month Resident	YES NO	<ul style="list-style-type: none"> Uppercase letters. 	Required	Indicates that the applicant has lived at this POS for at least the past 12 months.
Age 0-2	0-99	<ul style="list-style-type: none"> Cannot exceed the value in “household size” field. 	Required	The number of household members that are 0-2 years old
Age 3-5	0-99	<ul style="list-style-type: none"> Cannot exceed the value in “household size” field. 	Required	The number of household members that are 3-5 years old
Age 6-18	0-99	<ul style="list-style-type: none"> Cannot exceed the value in “household size” field. 	Required	The number of household members that are 6-18 years old
Age 19-59	0-99	<ul style="list-style-type: none"> Cannot exceed the value in “household size” field. 	Required	The number of household members that are 19-59 years old
Age 60 and Older	0-99	<ul style="list-style-type: none"> Cannot exceed the value in “household size” field. 	Required	The number of household members that are 60+ years old
Agency Code	5 numeric characters	<ul style="list-style-type: none"> Assigned by CSD 	Required	Agency code assigned by CSD of the agency providing the service and reporting the data.
ACC	Up to 12 characters	<ul style="list-style-type: none"> CORE uses this in conjunction with the Agency Code to make it a unique identifier for each application. Record will reject when same Agency Code + ACC combination exists in CORE for a completed and/or paid application. Uppercase letters. 	Required	Agency Control Code (displayed as ACC) is used in conjunction with Agency Code, creating a unique application identifier assigned by the LSP.
All Electric?	YES NO	<ul style="list-style-type: none"> If YES, then value in “Pay Bill Fuel Type”, “Main Heating Fuel Type” “Bill2 Fuel Type”, “Bill3 Fuel Type” and “Bill4 Fuel Type” cannot equal “natural gas” or “propane”. 	Conditional Required	Indicates the household does not use natural gas or propane for heating.
Applicant Email	Up to 100 characters	<ul style="list-style-type: none"> Must be a valid email address format: <u>xxx@yy.zzz</u> 	Optional	Applicant’s email address.
Area Code	3 numeric characters	<ul style="list-style-type: none"> Can be blank if no value in “Phone” field. Reject if blank and 	Conditional Required	Applicant’s area code of contact phone number.

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
		<ul style="list-style-type: none"> “Phone” field has value. Cannot be 000 		
Bill 2 Account #	See Appendix-Account Number Format. Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill2 Field has a value. 	Conditional Required	Customer’s utility account number on utility bill 2.
Bill 2 Address 1	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill2 Field has a value. 	Conditional Required	Address 1 from utility Bill2
Bill 2 Address 2	Up to 32 characters	<ul style="list-style-type: none"> Required if any Bill2 Field has a value. 	Conditional Required	Address 2 from utility Bill2
Bill 2 City	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill2 Field has a value. 	Conditional Required	City from utility Bill2
Bill 2 First Name	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill2 Field has a value. 	Conditional Required	First name of the customer as it appears on utility bill 2.
Bill 2 Fuel Type	ELECTRIC FUEL OIL KEROSENE NATURAL GAS PROPANE RENEWABLE WOOD OTHER	<ul style="list-style-type: none"> Value cannot be the same as “Pay Bill Fuel Type” Uppercase letter Required if any Bill2 Field has a value. If Electricity No Docs or Natural Gas No Docs is selected, no utility bill information is required 	Conditional Required	Fuel type of utility bill 2.
Bill 2 Last Name	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill2 Field has a value. 	Conditional Required	Last name of the customer on utility Bill 2
Bill 2 Middle Initial	1 Character	<ul style="list-style-type: none"> Uppercase letter 	Optional	Middle initial of the customer on utility bill 2.
Bill 2 Monthly Cost	Currency Up to 8 characters	<ul style="list-style-type: none"> Required if any Bill2 Field has a value. Do not include dollar sign or comma. 	Conditional Required	Monthly cost for utility Bill 2.
Bill 2 State Code	See Appendix-State Code 2 Characters	<ul style="list-style-type: none"> Required if any Bill2 Field has a value. 	Conditional Required	State from utility Bill2
Bill 2 Utility Code	See Appendix-Utility Company Code and Account Number Format. Up to 3 characters	<ul style="list-style-type: none"> Must be a valid code. Required if any Bill2 Field has a value. Can be utility code 1 or 2. 	Conditional Required	The CSD Code that represents the energy company.

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
Bill 2 Utility Docs?	YES NO	<ul style="list-style-type: none"> NO - CORE will not reject application because utility bill information is missing. YES – default value. 	Required	A NO value is ONLY to be used when an applicant cannot produce a supporting utility bill.
Bill 2 Zip Code	5 or 9 numeric characters	<ul style="list-style-type: none"> Zip code of the address as it appears on the utility bill. Required if any Bill2 Field has a value. 	Conditional Required	Zip Code from utility Bill 2
Bill 3 Account #	See Appendix-Account Number Format. Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill3 Field has a value. 	Conditional Required	Customer's utility account number on utility bill 3.
Bill 3 Address 1	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill3 Field has a value. 	Conditional Required	Address 1 from utility Bill3
Bill 3 Address 2	Up to 32 characters	<ul style="list-style-type: none"> Required if any Bill3 Field has a value. 	Conditional Required	Address 2 from utility Bill3
Bill 3 City	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill3 Field has a value. 	Conditional Required	City from utility Bill3
Bill 3 First Name	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill3 Field has a value. 	Conditional Required	First name of the customer as it appears on utility bill 3.
Bill 3 Fuel Type	ELECTRIC FUEL OIL KEROSENE NATURAL GAS PROPANE RENEWABLE WOOD OTHER	<ul style="list-style-type: none"> Value cannot be the same as "Pay Bill Fuel Type" Uppercase letter Required if any Bill3 Field has a value. 	Conditional Required	Fuel type of utility bill 3.
Bill 3 Last Name	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill3 Field has a value. 	Conditional Required	Last name of the customer on utility bill 3.
Bill 3 Middle Initial	1 Character	<ul style="list-style-type: none"> Uppercase letter 	Optional	Middle initial of the customer on utility bill 3.
Bill 3 Monthly Cost	Currency Up to 8 characters	<ul style="list-style-type: none"> Required if any Bill3 Field has a value. Do not include dollar sign or comma. 	Conditional Required	Monthly cost for utility bill 3.
Bill 3 State Code	See Appendix-State Code 2 Characters	<ul style="list-style-type: none"> Required if any Bill3 Field has a value. 	Conditional Required	State from utility Bill3

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
Bill 3 Utility Code	See Appendix-Utility Company Code and Account Number Format. Up to 3 characters	<ul style="list-style-type: none"> Must be a valid code. Required if any Bill3 Field has a value. Can be utility code 1 or 2. 	Conditional Required	The CSD Code that represents this energy company.
Bill 3 Utility Docs?	YES NO	<ul style="list-style-type: none"> NO - CORE will not reject application because utility bill information is missing. YES – default value. 	Required	A NO value is ONLY to be used when an applicant cannot produce a supporting utility bill.
Bill 3 Zip Code	5 or 9 numeric characters	<ul style="list-style-type: none"> Required if any Bill3 Field has a value. 	Conditional Required	Zip Code from utility Bill 3
Bill 4 Account #	See Appendix-Account Number Format. Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill4 Field has a value. 	Conditional Required	Customer's utility account number on utility bill 4.
Bill 4 Address 1	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill4 Field has a value. 	Conditional Required	Address 1 from utility Bill4
Bill 4 Address 2	Up to 32 characters	<ul style="list-style-type: none"> Required if any Bill4 Field has a value. 	Conditional Required	Address 2 from utility Bill4
Bill 4 City	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill4 Field has a value. 	Conditional Required	City from utility Bill4
Bill 4 First Name	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill4 Field has a value. 	Conditional Required	First name of the customer as it appears on utility bill 4.
Bill 4 Fuel Type	ELECTRIC FUEL OIL KEROSENE NATURAL GAS PROPANE RENEWABLE WOOD OTHER	<ul style="list-style-type: none"> Required if any Bill4 Field has a value Uppercase letter 	Conditional Required	Fuel type of utility bill 4.
Bill 4 Last Name	Up to 100 characters	<ul style="list-style-type: none"> Required if any Bill4 Field has a value. 	Conditional Required	Last name of the customer on utility bill 4.
Bill 4 Middle Initial	1 Character	<ul style="list-style-type: none"> Uppercase letter 	Optional	Middle initial of the customer on utility bill 4.
Bill 4 Monthly Cost	Currency Up to 8 characters	<ul style="list-style-type: none"> Required if any Bill4 Field has a value. Do not include dollar sign or comma. 	Conditional Required	Monthly cost for utility bill 4.

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
Bill 4 State Code	See Appendix-State Code 2 Characters	<ul style="list-style-type: none"> Required if any Bill4 Field has a value. 	Conditional Required	State from utility Bill4
Bill 4 Utility Code	See Appendix-Utility Company Code and Account Number Format. Up to 3 characters	<ul style="list-style-type: none"> Must be a valid code. Required if any Bill4 Field has a value. Can be utility code 1 or 2. 	Conditional Required	The CSD Code that represents this energy company.
Bill 4 Utility Docs?	YES NO	<ul style="list-style-type: none"> NO - CORE will not reject application because utility bill information is missing. YES – default value. 	Required	A NO value is ONLY to be used when an applicant cannot produce a supporting utility bill.
Bill 4 Zip Code	5 or 9 numeric characters	<ul style="list-style-type: none"> Required if any Bill4 Field has a value. 	Conditional Required	Zip Code from utility Bill 4
Cal Fresh Recipient	YES NO UNKNOWN	<ul style="list-style-type: none"> Uppercase letters 	Required	Indicates whether any household member a recipient of Cal Fresh (Food Stamps).
Certification Date	MM/DD/YYYY	<ul style="list-style-type: none"> Must be within 120 days of “created on” (import) date Must be within CORE Performance dates” Cannot be less than the value in the “Intake Date” field. 	Required	The date the application was deemed eligible by the LSP.
Currently Out Of Fuel?	YES NO	<ul style="list-style-type: none"> Uppercase letters 	Required	Indicates customer is out of bulk fuel.
Date of Birth	MM/DD/YYYY	None	Optional	Applicant’s date of birth.
Disabled	0-99	<ul style="list-style-type: none"> Cannot exceed the value in “household size” field. 	Required	Indicates the number of household members that are disabled.
Disconnection Prevented?	YES NO	<ul style="list-style-type: none"> Uppercase letter FT – Required HE – Optional Does not apply to HW & EW. Pay Bill only If Disconnection equals YES; Services Restored cannot equal YES 	Conditional Required	Indicates whether a disconnection of service was prevented. Applicable only to Pay Bill
External User Id (moved up from last on list)	Up to 20 characters	<ul style="list-style-type: none"> 	Required	The ID of the staff person who entered the application information.
First Name	Up to 100 characters	<ul style="list-style-type: none"> Uppercase letters. 	Optional	Applicant’s first name.

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Household Size	1-99	<ul style="list-style-type: none"> Contact CSD if household size is over 25. Must equal total of age demographic fields 	Required	The number of people in the household.
Intake Date	MM/DD/YYYY	<ul style="list-style-type: none"> None 	Required	Date of intake as defined by LSP
Language Code	E S	<ul style="list-style-type: none"> Uppercase letter 	Required	Applicant's primary language.
Last Name	Up to 100 characters	<ul style="list-style-type: none"> Uppercase letters. 	Required	Applicant's last name.
Mail Address 1	Up to 100 characters	<ul style="list-style-type: none"> Uppercase letters. 	Required	1st line of the applicant's mailing address.
Mail Address 2	Up to 32	<ul style="list-style-type: none"> Uppercase letters. 	Optional	2nd line of the applicant's mailing address.
Mail Bldg Type Code	See Appendix-Building Type Codes Up to 4 characters	<ul style="list-style-type: none"> Must be a valid code 	Optional	The type of building for mailing address.
Mail City	Up to 100 characters	<ul style="list-style-type: none"> Must be a valid city. 	Required	The city of the applicant's mailing address.
Mail County Code	See Appendix - County Codes Up to 2 characters	<ul style="list-style-type: none"> Must be a valid code 	Required	The county of the applicant's mailing address.
Mail Addr Dup Ok?	YES NO	<ul style="list-style-type: none"> Applies only to records with an SCO payment type YES value overrides duplicate mail address validation. Uppercase letters 	Required	Indicates that the LSP has verified that the mail address duplicate is ok.
Mail State Code	See Appendix-State Code 2 Characters	<ul style="list-style-type: none"> Uppercase letters Must be a valid code 	Required	The State of the applicant's mailing address.
Mail Street Type Code	See Appendix - Street Type Codes Up to 4 characters	<ul style="list-style-type: none"> Uppercase letters Must be a valid code 	Optional	Code corresponding to the type for mailing address on the application.
Mail Zip Code	5 or 9 numeric characters	<ul style="list-style-type: none"> Must be a valid USPS zip code Validated via Smarty Streets 	Required	Zip Code of the applicant's mailing address.
Main Heating Fuel	ELECTRIC FUEL OIL KEROSENE NATURAL GAS PROPANE RENEWABLE WOOD OTHER	<ul style="list-style-type: none"> Uppercase letters Must match value in either "Pay bill Fuel Type", "Bill2 Fuel Type", "Bill3 Fuel Type", or "Bill4 Fuel Type" Does not apply when PayBill Utility Code equals 1 or 2. 	Required	The main type of fuel used to heat the dwelling.
Middle Initial	1 character	<ul style="list-style-type: none"> Uppercase letter 	Optional	Applicant's middle initial.

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
Migrant or Seasonal Farm Worker	0-99	<ul style="list-style-type: none"> Cannot exceed the value in “household size” field. 	Required	Indicates the number of household members that are farmworkers
Monthly Income	Currency Up to 8 characters	<ul style="list-style-type: none"> Do not include dollar sign or comma. 	Required	The applicant’s total household monthly income.
Move in/Move out	YES NO	<ul style="list-style-type: none"> Validated against all records within the same program year. “YES” value will override a duplicate “place of service” address match. 	Required	Indicates whether the place of service address already received assistance during the current program year.
Native American	0-99	<ul style="list-style-type: none"> Cannot exceed the value in “household size” field. 	Required	The number of household members that are Native American.
Past Due Notice?	YES NO	<ul style="list-style-type: none"> Uppercase letters 	Required	Indicates if the Natural Gas and/or Electricity account has a past due notice.
Pay Bill Account #	See Appendix- Account Number Format. Up to 100 characters	<ul style="list-style-type: none"> Must meet Account Number Format criteria. Assistance can only be applied to an account number once per program year. Duplicate account number check: Does not apply to "No Account Number" value. 	Required	The account number of the applicant’s utility bill to be paid.
Pay Bill Address 1	Up to 100 characters	<ul style="list-style-type: none"> If utility code is 1 or 2, populate field from “Mail-Address 1” field. CORE will override data when they do not match. Uppercase letters. 	Required	The service address 1 of the utility bill selected for assistance.
Pay Bill Address 2	Up to 32 characters	<ul style="list-style-type: none"> If utility code is 1 or 2, populate from “Mail-address 2” field. CORE will override data when they do not match. Uppercase letters. 	Optional	The service address2 of the utility bill selected for assistance.
Pay Bill City	Up to 100 characters	<ul style="list-style-type: none"> If utility code 1 or 2, populate from “Mail City” field. CORE will override data when they do not match. Uppercase letters. 	Required	The service city of the utility bill selected for assistance.

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
Pay Bill First Name	Up to 100 characters	<ul style="list-style-type: none"> If utility code 1 or 2, populate from “Applicant First Name” field. CORE will override data when they do not match. Uppercase letters. 	Optional	The first name on the utility bill selected for assistance.
Pay Bill Fuel Type	ELECTRIC FUEL OIL KEROSENE NATURAL GAS PROPANE WOOD OTHER	<ul style="list-style-type: none"> If Pay Bill Utility Code value = “1” or “2” then default to “Electricity” Fuel Type. Cannot match value in either “Bill2 Fuel Type”, “Bill3 Fuel Type”, or “Bill4 Fuel Type”. Pay Bill Fuel Type CANNOT be RENEWABLE 	Required	Fuel type of the utility bill to be paid.
Pay Bill Last Name	Up to 100 characters.	<ul style="list-style-type: none"> If utility code 1 or 2, populate from “Applicant Last Name” field. CORE will override data when they do not match. Uppercase letters. 	Required	The last name on the utility bill selected for assistance.
Pay Bill Middle Initial	1 character	<ul style="list-style-type: none"> If utility code 1 or 2, populate from “Middle Initial”. CORE will override data when they do not match. Uppercase letter 	Optional	The middle initial on the utility bill selected for assistance.
Pay Bill Monthly Cost	Currency Up to 8 characters	<ul style="list-style-type: none"> Do not include dollar sign or comma. 	Required	Monthly cost of the utility bill selected for assistance.
Pay Bill State Code	See Appendix-State Code 2 Characters	<ul style="list-style-type: none"> Must be a valid code If utility code 1 or 2, populate from “Mail State Code” field. CORE will override data when they do not match. 	Required	The state code for the service address on the utility bill selected for assistance.
Pay Bill Utility Code	See Appendix-Utility Company Code and Account Number Format Up to 3 characters	<ul style="list-style-type: none"> Must be a valid code. Utility code 1 cannot have a program code of FT or EW. 	Required	The CSD Code that represents this energy company.

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
Pay Bill WPO Utility Co.	Up to 100 characters	<ul style="list-style-type: none"> • Required if Utility Code is 4 or 5. 	Conditional Required	The name of the Wood, Propane or Oil vendor.
Pay Bill Zip Code	5 or 9 numeric characters	<ul style="list-style-type: none"> • Zip code of the service address as it appears on the utility bill. • If utility code 1 or 2, populate from “Mail Zip Code” field. CORE will override data when they do not match. 	Required	The zip code of the service address on the utility bill selected for assistance.
Payment Amount	Currency Up to 8 characters	<ul style="list-style-type: none"> • Cannot be blank • Represents total payment amount for program codes HE, EW and HW. • Represents the base payment amount for program code FT. • Must match payment amounts provided by CSD for HE and FT base payment. • Represents the total payment HW or EW • For HW and EW payment must be between \$1.00 and \$1,000. • Do not include dollar sign or comma. 	Required	The amount of HEAP or WPO assistance paid to the utility company or applicant. For Fast Track (FT), this is the base payment amount.
Phone	7 numeric characters	<ul style="list-style-type: none"> • Can be blank if no value in “area code” field. • Reject if blank and “Area Code” field has value. 	Conditional Required	Applicant’s contact phone number.
Phone Dup OK	YES NO	<ul style="list-style-type: none"> • Validates against all records within the same program year. • “NO” value will cause record to have a working deficient status. • “YES” value will override a duplicate “area code” + “phone” combination validation. 	Required	Phone number check will occur on all records in same program year to determine if the area code and phone number exists in CORE for another applicant

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
POS Address 1	Up to 100 characters	<ul style="list-style-type: none"> Cannot be a PO Box Must be within LSP service area Used in conjunction with Address 2 to validate POS address in current program year. Uppercase letters. 	Required	1st line of the applicant's place of service address.
POS Address 2	Up to 32 characters	<ul style="list-style-type: none"> Used in conjunction with POS address 1 to validate duplicate POS address in current program year. Uppercase letters. 	Optional	2nd line of POS address as it appears on the applicant
POS Bldg Type Code	See Appendix - POS Building Type Codes Up to 4 characters	<ul style="list-style-type: none"> Must be a valid code. 	Optional	The building type of the applicant's POS address.
POS City	Up to 100 characters	<ul style="list-style-type: none"> Uppercase letters. 	Required	The city of the applicant's POS address.
POS County Code	See Appendix - County Codes Up to 2 characters	<ul style="list-style-type: none"> Must be a valid CSD code 	Required	The county of the applicant's POS address.
POS State Code	CA	<ul style="list-style-type: none"> Must be California code 	Required	The state of the applicant's POS address. POS must be in California.
POS Street Type Code	See Appendix -Street Type Codes Up to 4 characters	<ul style="list-style-type: none"> Must be a valid code 	Optional	The street type code of the applicant's POS address.
POS Zip Code	5 or 9 numeric characters	<ul style="list-style-type: none"> Must be within the LSP's service area. Validated against Smarty Streets. 	Required	The zip code of the applicants POS zip code. Must be within California zip code
Priority Points	Up to 2 numeric characters		Required	The total priority points assigned by the LSP for the application.
Program Code	HE FT HW EW	<ul style="list-style-type: none"> Must be a valid code 	Required	The program providing the assistance.
Program Year	YYYY	<ul style="list-style-type: none"> Must be a valid program year 	Required	The Program Year the application is being submitted for.
Risk of Running Out of Fuel?	0-999 N/A	<ul style="list-style-type: none"> Applies only to pay bill. Cannot exceed 365 Applies to HW & EW only 	Conditional Required	<ul style="list-style-type: none"> The number of days the applicant has until he is out of fuel. Applies only to: <ul style="list-style-type: none"> FUEL OIL KEROSENE OTHER PROPANE WOOD

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
Same Account Gas/Electric?	YES NO	<ul style="list-style-type: none"> If YES, then utility bill information must exist for fuel type “Electricity” and “Natural Gas”. If YES, validates that utility code and account number match for each commodity. If YES, then answer for “Utility Docs?” for both “Natural Gas” and “Electric” must match. 	Required	Customer receives both natural gas and electricity from the same utility company.
Service Disconnected?	YES NO	<ul style="list-style-type: none"> Uppercase letters Applies only to Pay Bill Required for FT 	Required	Indicate whether the utility service for the Pay Bill by fuel type is disconnected.
Service Restored?	YES NO	<ul style="list-style-type: none"> Uppercase letters Applies only to Pay Bill FT – Required HE – Optional Does not apply to HW & EW. 	Conditional Required	Indicates whether services were restored.
Signed	YES NO	<ul style="list-style-type: none"> “NO” value will cause record to Reject 	Required	Indicates applicant signed the application.
SSN	12 numeric characters	<ul style="list-style-type: none"> Cannot begin with the number 9. Reject if match is found on last name and SSN 	Required	Applicant’s social security number.
Total Due on Pay Bill	Currency Up to 8 characters	<ul style="list-style-type: none"> Only validates for FT. Total paid to customer cannot exceed total due on utility bill 	Required	Required for HEAP and Fast Track applications. A supplemental FT payment cannot exceed the total amount the customer owes on the utility bill to be paid
Total Payment Amount	Currency Up to 8 characters	<ul style="list-style-type: none"> Program code must=FT Can be equal to or less than “Total Due on Energy Bill” value or \$1000, whichever is less. Cannot be blank Do not include 	Required	The total amount to be paid to the customer’s utility company. Includes base payment and any additional supplemental amount.

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Field Display Name	Acceptable Values	Validation/Processing Rule	Required Field	Definition
		dollar sign or comma. • Cannot be less than the value in "Payment Amount" field.		
Utility Does?	YES NO	• NO - CORE will not reject application because utility bill information is missing. • YES - default value. • Does not apply to Pay Bill.	Required	A NO value is ONLY to be used when an applicant cannot produce a supporting utility bill for bills 2-4. Does not apply to Pay Bill.

5. LSP Application Design

Database transfer LSP's will not be required to use the same application design (statewide) as long as the information required by CSD is captured and transferred to CSD.

6. Maintain On-line System Logons

In order to view rejected or deficient applications and access data views it is required that the LSP maintain logon ids for the CSD on-line CORE system. Please contact CSD to obtain log-on information for your agency staff.

7. Modifying Existing Applications

An existing application is an application that has been processed and accepted by CORE. Modifications to existing applications must be made through additional database transfer only.

8. CSD Does Not Initiate Update Applications

CSD will not initiate any updates to application information received from the LSP. CSD will provide payment processing for the application and will apply any payment updates requested by the utility or SCO. Updates, with the exception of returned payments, to the application information (e.g. applicant name, address, etc.) must be done by the LSP. If application information that can only be modified by CSD (e.g. SSN, Names) needs to be changed, the following rules apply:

- Requests for application updates must be provided via fax (due to confidentiality issues with sending client information e-mails will not be accepted).
- All LSP updates to applications made by CSD staff will be processed and made available to the respective LSP via the Audit History
- All contact from applicants will be referred back to the LSP. CSD's 1-800 line will be used for referrals and complaints only.
- Notes that are entered by CSD staff will be available on the appropriate Notes section for each application where the update occurred.
- If a payment issued to a customer is determined to be an overpayment or underpayment, then the LSP must notify CSD's Help Desk via e-mail of the discrepancy. The LSP must furnish CSD with the necessary information to update the application, adjust the customer payment and reissue surplus payment for an underpayment or attempt collection in the case of overpayment.

9. Timeline

Timeline business rules describe when different functions must be completed.

10. Regular Transfer of Files

When applications are processed via data transfer to CORE, CSD recommends uploads to occur at least on a weekly basis.

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Applications transferred into the CORE system will only be accepted if the transfer date (Created On date) falls within the CORE Start and End dates which represents the performance period or the duration of time record submissions will be accepted by CSD. This period can extend beyond the contract term.

10.1 Implementation of Rules

The rule processing date for this version will be Monday, October 3, 2016. All transfers (live) into the CORE system will be subject to the rules. Rejections will occur based on these rules. Rules are not into effect unless signed.

11. Program Changes

Upon written notice from CSD of any software changes (i.e. Federal, CORE Steering Committee recommended changes, etc.) the LSP will be given the following timeframe in which to make changes:

- Bug fixes, maintenance issues, and/or minor system corrections -- three weeks.
- Major program revisions resulting from new business requirements or program year changes – Up to two months.
- After these timeframes, incorrect and/or inconsistent data will be rejected or deficient.

Any local application system transferring data to CSD requires recertification by CSD after each software change. CSD has up to 10 business days to recertify each iteration.

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12. Appendix—Utility Company Codes and Account Number Formats

This appendix contains a list of each utility company, corresponding codes, and the format that will be used to determine that account numbers provided for that utility are valid.

Code	Utility Name	Account Number Format	Pay Type
AZ	ACN Energy	9 digits	SCO
R	Alameda Municipal Power	From 3 to 6 digits	Direct Pay
I	Anaheim, City of	From 6 to 16 digits	Direct Pay
TU	Anza Electric Cooperative	From 1 to 10 digits	Direct Pay
RY	Azusa Light and Water	10 digits	Direct Pay
JY	Banning, City of	From 1 to 11 digits	Direct Pay
G	Bear Valley Electric	10 digits	Direct Pay
BY	Biggs, City of	3 upper case letters followed by 4 digits (ex. AAA1234)	Direct Pay
KY	Burbank, City of	10 digits	Direct Pay
BI	Bureau of Indian Affairs	From 1 to 7 digits	Direct Pay
CY	Coalinga, City of	10 digits	SCO
O	Colton, City of	10 digits beginning with 0 or 1	Direct Pay
WY	Dept. of Water and Power, Los Angeles (DWPLA)	From 3 to 12 digits	Direct Pay
N	Glendale, City of	10 digits beginning with 1, 2, 3, or 5	Direct Pay
OY	Gridley, City of	3 upper case letters followed by 4 digits (ex. AAA1234)	Direct Pay
DY	Healdsburg, City of	From 5 to 14 digits	Direct Pay
K	Imperial Irrigation District	8 digits	Direct Pay
VY	Lassen Municipal Utility District	From 2 to 6 digits	Direct Pay
LE	Liberty Utilities	16 digits 885xxxxx88xxxxxx	Direct Pay
PY	Lodi, City of	From 7 to 9 digits	Direct Pay
HY	Lompoc, City of	8 digits	Direct Pay
H	Long Beach, City of	10 digits	Direct Pay
E	Los Angeles Dept. of Water and Power (LADWP)	10 digits	Direct Pay
MI	Merced Irrigation District	None	Direct Pay
T	Modesto Irrigation District	11 digits	Direct Pay
MV	Moreno Valley, City of	9 digits beginning with 7	Direct Pay
GY	Needles, City of	8 or 9 digits	Direct Pay
A	Pacific Gas and Electric	3 digits or uppercase letters followed by 8 digits	Direct Pay
J	Pacific Power and Light	12 digits	Direct Pay
AY	Palm Springs, City of	From 5 to 10 digits	SCO
IY	Palo Alto, City of	From 1 to 11 digits	Direct Pay
S	Pasadena, City of	From 1 to 8 digits	Direct Pay
SY	Plumas-Sierra Rural Electric Cooperative	From 2 to 6 digits	Direct Pay
L	Redding, City of	From 1 to 10 digits	Direct Pay

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M	Riverside, City of	11 or 12 digits	Direct Pay
LY	Roseville, City of	12 digits	Direct Pay
F	Sacramento Municipal Utility District	Between 1 and 10 digits	Direct Pay
D	San Diego Gas and Electric	10 digits	Direct Pay
MY	Santa Clara, City of	10 digits	Direct Pay
P	Shasta Lake, City of	8 digits	Direct Pay
C	Southern California Edison	10 digits beginning with 2 (ex. 2123456789)	Direct Pay
V	Southwest Gas	13 digits	Direct Pay
QU	Surprise Valley Electric	From 1 to 6 digits	SCO
B	Southern California Gas Company	11 or 14 digits	Direct Pay
EY	Trinity County PUD	Between 1 and 11 digits	Direct Pay
UY	Truckee-Donner PUD	10 digits	Direct Pay
Q	Turlock Irrigation District	From 7 to 16 digits	Direct Pay
NY	Ukiah, City of	From 1 to 7 digits	Direct Pay
FY	Valley Electric Association	6 digits	SCO
1	Included in Rent	No Account Number	SCO
2	Submetered	No Account Number	SCO
3	Wood Utility	None	WPO Pay
4	Propane Utility	None	WPO Pay
5	Oil Utility	None	WPO Pay
6	Cross Petroleum	None	WPO Pay
7	Staub Energy	None	WPO Pay
8	Hunt & Sons Inc	None	WPO Pay
9	Ed Staub & Sons	None	WPO Pay
10	Eel River Fuels Lower Lake	None	WPO Pay
11	Mean Gene's Market	None	WPO Pay
12	Don Harbert Oil	None	WPO Pay
13	Westgate Petroleum	None	WPO Pay
14	Northern Lights Energy	None	WPO Pay
15	SST Oil	None	WPO Pay
16	G Batchelder Enterprises	None	WPO Pay
17	JMB Oil	None	WPO Pay
18	Robinson Enterprises	None	WPO Pay
19	Hurd & George	None	WPO Pay
20	Redding Oil Company	None	WPO Pay
21	Leo S Jones	None	WPO Pay
22	Interstate Oil Company	None	WPO Pay
23	Dawsons Oil	None	WPO Pay
24	Fisher Oil Company	None	WPO Pay
25	Siskiyou Garden Apartments	None	WPO Pay
26	Amerigas	None	WPO Pay
27	Surburban Propane	None	WPO Pay
28	Ferrellgas Propane	None	WPO Pay
29	Eel River Fuels	None	WPO Pay

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<u>30</u>	Campera Propane	None	WPO Pay
<u>31</u>	J.S. West & JS West	None	WPO Pay
<u>32</u>	Ed Staub & Sons	None	WPO Pay
<u>33</u>	Kamp's Propane	None	WPO Pay
<u>34</u>	Eastern Sierra Propane	None	WPO Pay
<u>35</u>	Staub Petroleum	None	WPO Pay
<u>36</u>	Kern River Propane	None	WPO Pay
<u>37</u>	Lake Almanor Propane	None	WPO Pay
<u>38</u>	Blue Star Gas	None	WPO Pay
<u>39</u>	Kemgas	None	WPO Pay
<u>40</u>	Northern Sierra Propane	None	WPO Pay
<u>41</u>	Lake County Gas	None	WPO Pay
<u>42</u>	Benz Propane	None	WPO Pay
<u>43</u>	Proflame	None	WPO Pay
<u>44</u>	49er Propane	None	WPO Pay
<u>45</u>	City Of Susanville	None	WPO Pay
<u>466</u>	Renewable	None	WPO Pay
<u>477</u>	Kerosene	None	WPO Pay
<u>488</u>	Other	None	WPO Pay

13. Appendix—State Codes

This appendix contains a list of the valid state codes.

State Name	State Code
Alaska	AK
Alabama	AL
Arkansas	AR
American Samoa	AS
Arizona	AZ
California	CA
Colorado	CO
Connecticut	CT
District of Columbia	DC
Delaware	DE
Florida	FL
Fed. States of Micronesia	FM
Georgia	GA
Guam	GU
Hawaii	HI
Iowa	IA
Idaho	ID
Illinois	IL
Indiana	IN
Kansas	KS
Kentucky	KY
Louisiana	LA
Massachusetts	MA
Maryland	MD
Maine	ME
Marshall Islands	MH
Michigan	MI
Minnesota	MN
Missouri	MO
Northern Mariana Islands	MP

State Name	State Code
Mississippi	MS
Montana	MT
North Carolina	NC
North Dakota	ND
Nebraska	NE
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
Nevada	NV
New York	NY
Ohio	OH
Oklahoma	OK
Oregon	OR
Pennsylvania	PA
Puerto Rico	PR
Palau	PW
Rhode Island	RI
South Carolina	SC
South Dakota	SD
Tennessee	TN
Texas	TX
Utah	UT
Virginia	VA
Virgin Islands	VI
Vermont	VT
Washington	WA
Wisconsin	WI
West Virginia	WV
Wyoming	WY

14. Appendix—Building Type Codes

This appendix contains a list of the valid building type codes.

Building Type Name	Building Type Code
Apartment	APT
Building	BLDG
Basement	BSMT
Department	DEPT
Floor	FL
Front	FRNT
Hanger	HNGR
Lobby	LBBY
Lot	LOT
Lower	LOWR
Lower	LWR
Office	OFC
Penthouse	PH
Pier	PIER
Rear	REAR
Rear	RER
Room	RM
Side	SIDE
Slip	SLIP
Space	SP
Space	SPC
Suite	STE
Stop	STOP
Trailer	TRLR
Unit	UNIT
Unit	UNT
Upper	UPPR
Upper	UPR

15. Appendix—County Codes

This appendix contains a list of the valid county codes.

County Name	County Code
Unknown	00
Alameda	01
Alpine	02
Amador	03
Butte	04
Calaveras	05
Colusa	06
Contra Costa	07
Del Norte	08
El Dorado	09
Fresno	10
Glenn	11
Humboldt	12
Imperial	13
Inyo	14
Kern	15
Kings	16
Lake	17
Lassen	18
Los Angeles	19
Madera	20
Marin	21
Mariposa	22
Mendocino	23
Merced	24
Modoc	25
Mono	26
Monterey	27
Napa	28
Nevada	29
Orange	30
Placer	31

County Name	County Code
Plumas	32
Riverside	33
Sacramento	34
San Benito	35
San Bernardino	36
San Diego	37
San Francisco	38
San Joaquin	39
San Luis Obispo	40
San Mateo	41
Santa Barbara	42
Santa Clara	43
Santa Cruz	44
Shasta	45
Sierra	46
Siskiyou	47
Solano	48
Sonoma	49
Stanislaus	50
Sutter	51
Tehama	52
Trinity	53
Tulare	54
Tuolumne	55
Ventura	56
Yolo	57
Yuba	58
Division 1	D1
Division 2	D2
Division 3	D3

16. Appendix—Street Type Codes

This appendix contains a list of the valid street type codes.

Street Name	Type Code
Aisle	AISL
Alley	ALY
Annex	ANX
Arcade	ARC
Avenue	AV
Avenue	AVE
Beach	BCH
Burg	BG
Burges	BGS
Boulevard	BL
Bluff	BLF
Bluffs	BLFS
Boulevard	BLVD
Bend	BND
Branch	BR
Bridge	BRG
Brook	BRK
Bottom	BTM
Bypass	BYP
Bayou	BYU
Cabin	CABI
Circle	CIR
Club	CLB
Cliff	CLF
Common	CMN
Corner	COR
Camp	CP
Cape	CPE
Crescent	CRES
Creek	CRK

Street Name	Type Code
Course	CRSE
Crest	CRST
Causeway	CSWY
Court	CT
Center	CTR
Courts	CTS
Curve	CURV
Cove	CV
Coves	CVS
Canyon	CYN
Dale	DL
Dam	DM
Drive	DR
Divide	DV
Estate	EST
Estates	ESTS
Expressway	EXP
Expressway	EXPY
Extension	EXT
Fall	FALL
Field	FLD
Fields	FLDS
Falls	FLS
Flat	FLT
Flats	FLTS
Fork	FRK
Ferry	FRY
Fort	FT
Freeway	FWY
Garden	GDN

Street Name	Type Code
Gardens	GDNS
Glen	GLN
Greens	GRNS
Grove	GRV
Gateway	GTWY
Harbor	HBR
Hill	HL
Hollow	HOLW
House	HSE
Heights	HTS
Haven	HVN
Highway	HWY
Island	IS
Isle	ISLE
Junction	JCT
Knoll	KNL
Key	KY
Keys	KYS
Lodge	LDG
Light	LGT
Lake	LK
Lakes	LKS
Lane	LN
Landing	LNDG
Loop	LOOP
Loop	LP
Mall	MALL
Meadow	MDW
Meadows	MDWS
Mill	ML

Street Name	Type Code
Mills	MLS
Manor	MNR
Mission	MSN
Mount	MT
Mountain	MTN
Mountains	MTNS
Motorway	MTWY
Neck	NCK
Overpass	OPAS
Orchard	ORCH
Oval	OVAL
Park	PARK
Path	PATH
Parkways	PKWS
Parkway	PKWY
Parkway	PKY
Place	PL
Plain	PLN
Plains	PLNS
Plaza	PLZ
Pine	PNE

Street Name	Type Code
Pines	PNES
Prairie	PR
Port	PRT
Ports	PRTS
Passage	PSGE
Point	PT
Points	PTS
Ramp	RAMP
Road	RD
Ridge	RDG
River	RIV
Ranch	RNCH
Rapid	RPD
Route	RTE
Shore	SHR
Summit	SMT
Spring	SPG
Square	SQ
Street	ST
Station	STA
Stream	STRM

Street Name	Type Code
Terrace	TER
Track	TRAK
Trail	TRL
Throughway	TRWY
Tunnel	TUNL
Underpass	UPAS
Viaduct	VIA
Vista	VIS
Ville	VL
Village	VLG
Valley	VLV
View	VW
Walk	WALK
Way	WAY
Wells	WLS
Way	WY
Crossing	XING
Crossroad	XRD

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17. Appendix—Program Codes

This appendix contains a list of the valid CSD program codes.

Program Code	Program Description
FT	Fast Track
HE	HEAP
EW	Fast Track (ECIP) WPO
HW	HEAP WPO

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18. Appendix—Rejection Reasons

In addition to errors in the template as defined in the Data File Format Overview CORE will also reject a record for the following reasons:

	Validation Sequence for Rejections	Displayed Rejection Message
1	Required field is missing	{0} - Required field(s) is/are missing from the UA Data Transfer record.
2	SSN belongs to another customer	SSN matches another applicant with a different name. Please contact CSD.
3	Validate program code	Program Code not recognized and Application Type could not be determined. Please contact CSD.
4	Compare Program Code and Program Year to determine if component exists in CORE	Program Setup is not complete for given Program Year & Program Code.
5	Check if Agency Code and Agency Control Code match a previously submitted record (Agency)	A prior application exists for this Customer, Agency, and Program Year.
6	Check Provider Code	Invalid Agency code.
7	Check POS County Code	Invalid County code.
8	Check if contract has been set up in CORE	No Contract found for the given provider, county, program year & program within the valid dates.
9	Check Utility Code for UA programs	Invalid Utility Code.
	Check Utility Code for WPO programs	Invalid utility company for the program selected.
10	Check for invalid characters: First/Last names; middle initial; mail address 1 and 2; mail city; POS address 1 and 2; POS city	{0} - Field cannot have invalid characters.
11	SSN is not the correct length or begins with a 9	Social Security Number is not valid.
12	Area code and phone number can be blank or both area code and number must be present	{0} - Required field(s) is/are missing from the UA Data Transfer record.
13	Agency defined fields 1,2,3, and 4 exceeds household size NO LONGER IN USE	{0} - Fields cannot be greater than Household size.
14	Demographic field exceeds household size	{0} - Fields cannot be greater than Household size.
15	PO Box in POS Address 1 field	POS Address-1 field cannot be a PO Box.
16	POS Building Type not in Building Type table	Field {0} not in Building Type table. Invalid Building Type Code in POS Address.
17	POS Street Type not in Building Type table	Field {0} not in Street Type Table. Invalid Street Type Code in POS Address.
18	Invalid State	Invalid State Code.
19	Invalid County	Invalid County code.
20	Application not signed	Application is not signed.
21	Invalid area code or phone	Phone Number and Area code is not valid.
22	Certification Date more than 120 days from Created On date.	Application must be created within 120 days of Certification date.
23	Invalid Building Type Code for Mailing Address	Field {0} not in Building Type table. Invalid Building Type Code in Mailing Address.
24	Invalid Street Type Code for Mailing Address	Field {0} not in Street Type Table. Invalid Street Type Code in Mailing Address.
25	Duplicate Application (Statewide)	A prior application exists for this Customer and Program Year.
26	Certification date outside of performance dates.	Certification date is not within Performance dates of the Contract.
27	Language code is not in table	Language flag can only be E or S
28	Supplemental Heating Fuel NO LONGER IN USE	The Supplemental Heating Fuel source cannot be the same as the Main Heating Fuel.
29	The total of all age groups does not match household size.	The sum of the age fields must equal the household size.

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30	The user submitting a record into CORE does not correspond to UA Data Transfer record's agency code.	Submitting user (name) is not authorized for agency (agency code) UA Data Transfer imports.
31	The submitted zip code is invalid.	Mail Zip Code must be 5 digits with no spaces
32	The submitted zip code is invalid.	Place of Service Zip Code must be 5 digits with no spaces
33	Applications where utilities are included in rent or are submetered cannot be assisted under the Fast Track program.	Program code cannot be Fast Track if utility code is 1 or 2.
34	Every application must have at least a utility bill with either an Electric or Renewable fuel type.	There must be at least one electric or renewable fuel type bill.
35	When gas and electric utilities are provided by the same company, gas and electric bill information must be captured in separate bill slots.	If gas and electric are the same company, there must be a corresponding bill for each.
36	Utility account number and utility code must match when gas and electric utilities are provided by the same company.	If gas and electric are the same company, gas and electric bills must have the same account number of utility code
37	Declared main heating fuel must be supported by utility bill information.	The main heating fuel must have a corresponding bill.
38	When "all electric" is indicated, application cannot contain utility bill information for natural gas or propane.	Natural gas and propane cannot be used as a heating fuel in an all electric house
39	Utility bill information is missing for one of the declared supplemental utility bills.	Supplemental bills are missing information
40	Total Payment Amount must have a value at least equal to the base Payment Amount. Cannot be blank for Program Code FT	Total Payment Amount cannot be blank.
41	If the natural gas and electric company are the same, then both utility bills must have the same answer for "Utility Docs?".	The "Utility docs?" answers provided for the Natural Gas and Electric company conflict.
42	WPO utility company name must be provided when utility company code 4 (propane) or 5 (oil) is selected.	WPO Utility Company name is missing.

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19. Appendix—System Generated Deficiency Reasons

This appendix lists the deficiency codes and reasons for a record to be designated deficient for a data transfer record in the CORE system.

Code	Description	Message	Status
A3	POS is out of State	Service Address - Out of State	Working Deficient
A4	POS Duplicate Address	Place of Service is a duplicate and move-in/move-out flag is not set	Working Deficient
B6	Utility Account number duplicate for the same program year	The utility account number already exists in another record for this program year.	Working Deficient
C2	Zip Code not serviced by the provider	This zip code is not serviced by this agency.	Working Deficient
C3	Poverty Group cannot be determined	Poverty Group cannot be determined	Working Deficient
C4	Payment cannot be determined	Payment Amount cannot be determined	Working Deficient
C5	Agency Over Allocation	Agency out of funds for county	Working Deficient
BD	Invalid Account number	Account number is not in utility company format	Working deficient
S5	Death Match on SSN	SSN exists in the Death Match database	Working Deficient
V2	Income over the guidelines	Income over the guidelines	Working Deficient
U1	Phone duplicate	Phone number is a duplicate and phone dup flag is not set.	Working Deficient
C6	Payment doesn't match amount in benefit table	Payment Amount is Incorrect	Working Deficient
C6	Fast Track total payment amount more than Total Energy Bill	Payment Amount is Incorrect	Working Deficient
C6	Fast Track payment exceeds \$1000	Payment Amount is Incorrect	Working Deficient
C6	HEAP payment with a supplemental amount	Payment Amount is Incorrect	Working Deficient
X4	Duplicate application for the same applicant in the same program year	Application is a duplicate for this program year	Closed Deficient
A7	Duplicate mail address	Mail Address is a duplicate and mail dup flag is not set	Working Deficient
A2	Service Address was not recognized by the address normalization service	Service Address could not be normalized.	Working Deficient
A8	Mailing Address was not recognized by the address normalization service	Mailing Address could not be normalized.	Working Deficient
WR	Partial or Full Payment has been returned	Payment Returned -- Call CSD to reissue.	Working Deficient
H2	Household size is greater than 25.	Household Size - Household is greater than 25, please contact CSD's Help Desk.	Working Deficient

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20. Appendix -- Illegal Characters

This appendix lists the special characters that CORE will validate in the specified field

Field	Disallowed Characters
First name	_ : [] !#\$%&*+/-=?^{ }~@ " <>
Last Name	_ : [] !#\$%&*+/-=?^{ }~@ " <>
Mail address 1	_ : [] !#\$%&*+/-=?^{ }~@ <> "
Mail address 2	_ : [] !#\$%&*+/-=?^{ }~@ <> "
Mail city	_ : [] !#\$%&*+/-=?^{ }~@ " <>
Middle initial	_ : [] !#\$%&*+/-=?^{ }~@' " <>
POS address 1	_ : [] !#\$%&*+/-=?^{ }~@ <> "
POS address 2	_ : [] !#\$%&*+/-=?^{ }~@ <> "
POS city	_ : [] !#\$%&*+/-=?^{ }~@ " <>

ACCEPTED AND APPROVED:

Kathy Andry, Deputy Director Of Energy & Environmental Services

Date