



**Operation Fuel, Inc.
Memorandum of Understanding
2024-2025**

The following terms cover the agreement between Operation Fuel, Inc. (hereinafter referred to as "Operation Fuel") and <<[YOUR AGENCY NAME, ADDRESS]>> (hereinafter referred to as "Agency") for the 2024-25 regular program year (July 1, 2024 through June 30, 2025). The terms of this agreement are intended to govern matters of the Agency's responsibilities, training, for all Operation Fuel residential energy assistance programs, and compensation related to administering Operation Fuel assistance programs.

- 1. PROGRAM COVERAGE** – The Agency will process Operation Fuel client applications for emergency delivered fuel and utility assistance grants to support a household's primary heating, secondary energy, and/or water accessibility needs.
- 2. AGENCY RESPONSIBILITIES** – The principal duties of the Agency will be to:
 - Administer Operation Fuel's energy/utility assistance programs in accordance with the 2024-2025 Program Guidelines;
 - Review and follow-up (if needed) with all Operation Fuel correspondence;
 - Complete, for each eligible client, an Operation Fuel application for energy/ utility assistance via Operation Fuel's web-based application system;
 - Obtain from each client the required documentation that should accompany the completed, signed Operation Fuel assistance application;
 - Determine the amount of each client's Operation Fuel energy grant, not to exceed the maximum allowable amount under the grant category;
 - Provide applicants with an application for the [Home Energy Solutions – Income Eligible Program \(HES-IE\)](#) and be coached on other programs that will improve the applicants home energy performance.
 - When appropriate, provide additional case management services to clients, which may include providing direct service or a referral to another agency.
 - Notify Operation Fuel staff of personnel changes as it impacts the administration of Operation Fuel applications.
- 3. OPERATION FUEL'S RESPONSIBILITIES** – The principal duties of Operation Fuel will be to:
 - Develop and distribute all program guidelines, forms, and related materials;
 - Maintain the web-based application system and provide users credentials and training on its use;
 - Provide Agencies with training and support for administration of Operation Fuel's programs;
 - Oversee the administration of its programs by monitoring Agencies' activities as they relate to Operation Fuel and providing guidance to Agencies' support personnel as required;
 - Retain all client records in accordance with Operation Fuel's records retention schedule;
 - Provide the reporting necessary for the payment of administrative compensation to Agencies.

4. **TRAINING** – The Agency will be required to send necessary staff to Operation Fuel trainings at the start of each season (at least twice annually). The trainings are required for Agency staff to intake and submit Operation Fuel client applications for energy/utility assistance through our web-based application portal. Operation Fuel may request that Agency personnel attend additional training on an as-needed basis.
5. **REPORTING REQUIREMENTS** – The Agency will not be required to bill Operation Fuel for the payment of administrative compensation. The Agency will not be required to report on its processing of applications. Operation Fuel, by way of the web-based application system, will produce all required reports, including the Administrative Compensation for Agencies report.
6. **ADMINISTRATIVE COMPENSATION** — Operation Fuel will provide administrative compensation to the Agency at a rate of **\$25.00** per completed, approved and paid client application, as identified in the various Program Guidelines. If an application is not submitted completely, the Agency forfeits its processing fee. Agencies will not be paid for more than one application per client.

This check should be made payable to (Agency Name, Address)

And should be directed to the attention of (accounts receivable personnel)

7. **PAYMENT SCHEDULE** – Payments for administrative compensation will be made in semi-annual installments to the Agency. The Agency will not be required to invoice Operation Fuel.
8. **AMENDMENTS TO THIS AGREEMENT** – This Memorandum of Understanding may be amended by Operation Fuel from time to time. The Agency will be given at least ten (10) days' notice of amendments.
9. **OTHER REQUIREMENTS** – The Agency agrees to comply with any State of Connecticut requirements set forth by law or the terms of the State grants which dictate the administration of the Operation Fuel programs.

ACCEPTED BY:
 <<[YOUR AGENCY]>>

ACCEPTED BY:
 Operation Fuel, Inc.

NAME: _____

NAME: _____

SIGNATURE: _____

SIGNATURE: _____

DATE: _____

DATE: _____