

POLICIES AND PROCEDURES

GUAM ENERGY OFFICE

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

1. **GENERAL PROVISIONS**

The mission of the Low-Income Home Energy Assistance Program is to assist low-income households, particularly those with the lowest incomes that pay a high proportion of their income for home energy, primarily in meeting their home energy needs.

1.1 **Purpose**

The purpose of these procedures shall be to implement the requirements of the Low-Income Home Energy Assistance Act of 1981 (Title XXVI of Pub. L. No. 97-35, the Omnibus Budget Reconciliation Act of 1981), Title VI of Pub. L. No. 98-558, the Human Services Reauthorization Act of 1984, Title V of Pub. L. No. 99-425, the Human Services Reauthorization Act of 1986, Title VII of Pub. L. No. 101-5001, the Augustus F. Hawkins Human Services Reauthorization Act of 1990, Title III of Pub. L. 103-252, the Human Services Amendments of 1994, and 42 U.S.C. §§8621 et seq. relating to the Low-Income Home Energy Assistance Program (LIHEAP) as now or hereafter adopted, and to provide for the operation of the Low-Income Home Energy Assistance Program in the U.S. Territory of Guam.

1.2 **Definitions**

“Active Account” means an open utility account for a residential service with a name, address, service start date and no service termination date.

“Applicant” means the individual applying and providing all information on the application.

“Application period” means the timeframe in which applications for the federal fiscal year can be submitted as determined by the Guam Energy Office.

“Current Utility Expense” means an electric bill that reflects the name of the utility company, an account number, name of account, current service address, dates of service, current and past due charges, total amount due; and kilowatt charges.

“Date of hearing request” means the date of the LIHEAP receipt of a signed written request for a hearing by the claimant which meets all the criteria of a request for a hearing.

“Disabled individual” means a member of the household who receives Supplemental Security Income (SSI) benefits under Title XVI of the Social Security Act or disability or blindness payments under Titles I, II, X, XIV and XVI of the Social Security Act; Veterans receiving VA benefits for a 100% service-connected disability according to VA; or receives disability retirement benefits from a governmental agency because of a disability determined permanent under section 221(i) of the Social Security Act; Individuals receiving Railroad Retirement Disability.

“Earned income” means cash received or available to be received which require some activity on the part of an individual to produce.

“Energy” means electricity used for cooling in the residential dwelling of the household.

“Energy burden” means the amount on the current utility bill verified paid by the household to the utility company, divided by the monthly income of the household.

“Cooling Assistance Credit (CAC)” means assistance paid to the residence utility company account of an eligible low-income household to help offset the energy costs for cooling of the household.

“Crisis Assistance (CA)” means a one-time only assistance aid to the utility company to restore or prevent termination of electric power for cooling to the residence of an eligible low-income household.

“Household” means the entire energy household, i.e., any/all individuals or group of individuals who are living together at the residential service address for which the utility company bill or termination notice is submitted. All individuals living in the residence on the first day of the month of

application and who will benefit from the LIHEAP credit when it is applied to the utility account shall be included in the application filed by the household.

“Household members” means everyone in the household that is not the applicant.

“Income” means gross earned income before any deductions.

“Lawful Permanent Resident (LPR)” means any person not a citizen of the United States who is residing in the United States under legally recognized and lawfully recorded permanent residence as an immigrant. Also known as a “Permanent Resident Alien”, “Resident Alien Permit Holder” and “Green Card Holder”

“LIHEAP” means Low Income Home Energy Assistance Program.

“Program” means the Low-Income Home Energy Assistance Program.

“Resident” means a resident of Guam. Living in the territory with the purpose of making the individual’s home in the territory and not here for a temporary purpose.

“State Poverty Level” means the poverty income guidelines for Guam as published in the Federal Register and in effect on the first day of the current federal fiscal year.

“Unearned income” means cash received or available to be received which are not classified as earned income.

“U. S. Citizen” means an individual born in the fifty states, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, and the Northern Mariana Islands; and U.S. Nationals from American Samoa and the Swain’s Island; Naturalized U. S. Citizens; and individuals born outside U.S. territory who acquired U.S. citizenship at birth if at least one parent is a U. S. citizen and parents have reported the birth to the U. S, consular office, a Consular Report of Birth Abroad is issued as proof of U.S. citizenship.

“Utility” means electricity provided by Guam Power Authority.

“Vulnerability” means the additional energy burden of households with young children, meaning children ages five and under, or households with disabled adults or adults age 60 and over.

1.3 Roles in Implementing Program

Guam Energy Office shall implement the program in accordance with the State Plan for LIHEAP, and these procedures.

The Department of Administration shall provide technical assistance with distribution of funds to the Guam Power Authority in accordance with the provisions stated in the vendor agreement, and comply with the State Plan for LIHEAP and these procedures.

The Guam Power Authority shall distribute payments to applicant utility accounts in accordance with the provisions stated in the vendor agreement, and comply with the State Plan for LIHEAP, and these procedures.

1.4 Proposed Use of Funds

The Department shall reserve an amount, no less than sixty-three percent of the Low-Income Home Energy Assistance funds allocated to the State each federal fiscal year, for the purpose of providing Cooling Assistance Credits to eligible households.

The Department shall reserve an amount, not to exceed seven percent of the Low-Income Home Energy Assistance funds allocated to the State each federal fiscal year, for the purpose of providing Crisis Assistance on behalf of eligible households. Crisis Assistance funds not issued to eligible households shall be added to the funds to be issued as energy credits.

The Department shall reserve fifteen per cent of Low-Income Home Energy Assistance Program (LIHEAP) funds allocated to the State for Weatherization. Weatherization shall be administered by the Guam Energy Office Weatherization Program (WAP).

The Department shall carry over to the following federal fiscal year one percent of the Low-Income Home Energy Assistance funds allocated to the State each federal fiscal year for the purpose of providing utility payments on behalf of the eligible households whose payments are not issued in the current fiscal year.

The Department shall reserve an amount, not to exceed ten per cent of the funds each federal fiscal year, for administration of the program. Any costs exceeding the ten per cent shall be paid from non-federal sources under this title Section 2605(b)(9)(B).

In no event shall the issuance of Cooling Assistance Credits and Energy Crisis Assistance payments combined with funds held over the following year and administrative costs result in expenditure of funds greater than the amount allocated to the State for the program in any federal fiscal year. In no event shall GEO accept applications for the program assistance to households in any federal fiscal year in which the State does not receive federal allocation for the program.

2. **PROGRAM REQUIREMENTS:**

2.1 Residence/Service Address

- All applicants shall be a resident of Guam. A resident is defined as living in Guam with the purpose of making the individual's home in Guam and not here for a temporary purpose.
- All applicants must have a place of residence with an active utility account.
- The service address of utility account shall be the same as the residence address.
- The applicant or a household member must be responsible for paying the utility bill to the utility company.

2.2 Citizenship Requirements

All eligible household members must be:

- A Citizen of the United States which includes the fifty states, District of Columbia, Puerto Rico, Guam, U.S. Virgin Islands, Northern Mariana Islands, and U.S. Nationals from American Samoa and Swain's Island; or
- A Lawful Permanent Resident, who is a non-Citizen granted legal residency in the United States, with the following status:
 - 1) A USCIS Card I-151;
 - 2) A USCIS Card I-551;
 - 3) Other USCIS document indicating Permanent Resident Status.
 Lawful Permanent Residence shall be verified.

- Applicants, self-declaration of U. S. citizenship is acceptable, unless such declaration is questionable, then verification shall be requested.
- Applicants or household members who do not meet the citizenship requirements will disqualify the individual from the program, but the income of the individual will continue to count against the household size less the disqualified individual.

2.3 Signatures and Identity:

All adult applicants and household members in the LIHEAP household must:

- a. Sign the application;
- b. Provide proof of identity, by providing a picture ID;
- c. Failure to sign the application or submit proof of identity disqualifies the entire household.

2.4 Social Security Numbers:

- All applicants and household members ages one year and older must provide verification of a Social Security Number.
- Failure to provide a Social Security Number will disqualify the individual from the program, but all income will continue to count against the household less the disqualified individual.

2.5 Consent to Release

- All applicants must agree to release information of their utility account, past, current, and future to the Guam Energy Office
- All applicants must agree to release information of their Department of Human Services cases to provider agencies and utility company.
- All applicants who are not the subscriber must provide a signed attestation form or lease agreement if the applicant is responsible to pay the utility bill but is not the subscriber of the utility account and the subscriber is not part of the LIHEAP application. A subscriber shall not be a Realty Company, Realtor, Organization and Management Company.
- Failure to comply will result in household ineligibility.

2.6 Applicant Responsibility

- The household shall cooperate with the Guam Energy Office and utility company to determine eligibility of the household for the program,

including information supported by documents to verify income and other eligibility factors.

- Household eligibility shall be based on the information provided as of the date of application.

2.7 Agency Responsibility

- Assist the Applicant with the completion of the application.
- Act upon all reported changes of address and utility account until disposition is made.
- Once disposition has been made on the LIHEAP application no further actions shall be taken.

2.8 Income Limit:

The household's countable annual gross income must be less than 150% of the Federal Poverty Level.

2.9 Energy Burden:

- Monthly electric cost divided by monthly income equals household Energy Burden.
- High burdened household shall be defined as 30 percent.

2.10 Performance Measures:

- Data Collection:
 1. Collect usage data for all Households and programs.
 2. Air Conditioning – Identify Centralized or Window/Wall mounted units.

2.11 Other Requirements:

- Separated adults who share custody of a child, only one household can apply for the child. When both parents/caretakers apply for the same child, the parent/caretaker who has the child the majority of the time can apply. If custody is shared equally, the parent/caretaker who applied first shall include the child in their LIHEAP application.

- There is no limit to the number of times an applicant may reapply after being denied; however, an eligible household can only receive one payment per federal fiscal year.
- There is no splitting or sharing of benefits among different accounts.
- Applications are only accepted during the enrollment period. Once the enrollment period ends the program is closed and no further applications shall be accepted.
- Failure to meet program requirements will result in the whole household's ineligibility, unless otherwise specified.
- Ineligible household members include but are not limited to:
 - a. Temporary caretakers whose primary residence is not with the applicant are exempt from applying.
 - b. Applicants residing in an institution. Institutions include but are not limited to:
 - i. Hospitals;
 - ii. Licensed Domiciliary Care Facilities (family care homes, homes for the Intermediate Care Facilities, Group Living Arrangements;
 - iii. Skilled Nursing Facilities or Homes;
 - iv. Alcohol and Drug Rehabilitation Centers or Treatment Program;
 - v. Correctional Facilities such as Prisons, Jails, etc.;
 - vi. Assisted Living Facilities/Arrangements, including Adult Foster Homes;
- Ineligible Households include but are not limited to:
 - a. Dormitories/Boarding Homes;
 - b. Temporary protective facilities, such as domestic violence shelters, etc.;
 - c. Homeless Shelters;
 - f. Households residing, in a church-owned residence;
 - g. Households where all utilities are included in the rent;
 - h. Commercial Properties; renting rooms in a home, including Air B&B, Bed and Breakfasts, or just renting rooms in your home. Will also include properties managed/owned by realty companies with the utility bill in their name, account always remain open even when tenants leave.

2.12 Confidentiality

The Guam Energy Office restricts the disclosure of any information relating to applicants and recipients.

- All information about applicants and their household must be kept confidential
- Do not identify or discuss the situation of any applicant or their household members with friends or family.
- All information must be secured at the end of each day.
- Must be followed even after you are no longer employed by our agency.

2.13 Administrative (Fair) Hearings:

Section 2605(b) (13) – Assurance #13

A household may request a hearing when:

- (1) Application for Cooling Assistance Credit or Crisis Assistance is denied.
- (2) Application is not acted upon with reasonable promptness.

The Guam Energy Office shall offer administrative hearings to all applicants of the program. The hearings are intended to give the household's the opportunity to explain their situation.

Every applicant shall be informed in writing at the time of application and at the time of action taken of their ability to request a written request for an administrative hearing.

An applicant or recipient may request an administrative hearing with the provider agency within ninety (90) days of the date of their notice of decision for Cooling Assistance Credit or Crisis Assistance. The request must be in writing, utilizing the decision Appeal Form. The Guam Energy Office shall provide the applicant with the Appeal Form.

Once the Appeal Form is received, the LIHEAP Coordinator completes the administrative hearing Branch Report with supporting documents and represents the State at the hearing. A CAP representative must be present at the hearing.

2.15 Fraud:

LIHEAP households found to have misrepresented their household circumstances with the intent to receive benefits which they would not otherwise be eligible for or which resulted in an erroneous payment will be disqualified from participation in LIHEAP for one year. The disqualification period is one year for each infraction and/or each year of erroneous issuance. The provider agency will provide the applicant with a written notification explaining the period of disqualification.

Circumstances include, but are not limited to household size, living arrangements, and income.

Individuals may report fraud to the Guam Energy Office.

Individuals found guilty of fraud may be disqualified and/or prosecuted for fraud.

3. **Crisis Assistance**

3.1 Purpose and Guidelines

The purpose of Crisis Assistance shall be to restore or prevent termination of electric utility services in the current residence of the household at the account number on the termination notice submitted by the household in order to apply for LIHEAP benefits.

Applications for Crisis Assistance shall be accepted during the application period and shall be terminated prior to the end of the application period if the funds reserved for energy crisis are expended.

Crisis Assistance amounts approved for eligible households shall be paid directly to the utility company.

3.2 Eligibility Requirements

The household shall meet all of the Program Requirements; and

The household shall meet all of the following conditions for Crisis Assistance:

- 1.) The household shall submit an application form;
- 2.) The household shall be interviewed;
- 3.) The household shall submit a current disconnection notice from the utility company for their residence or if service disconnected submit the final bill showing disconnection date;
- 4.) The household shall submit a current electric bill with usage data;

- 5.) Utility power would be restored in the current residence of the eligible household if payment under this section were to be issued;
- 6.) The Guam Energy Office shall make arrangements with the utility company to restore service to the household no later than forty-eight hours after the household applies for Crisis Assistance, and no later than eighteen hours when the household is in a life-threatening situation. The Guam Energy Office shall be responsible to determine whether the situation is life-threatening.
- 7.) Payment shall be based upon the amount owed on the final disconnect notice to prevent termination or to restore power. The payment is not to exceed the maximum standard as set by the State Plan. Payments may include the past due amount, any current outstanding charges, and any reconnection fees up to the maximum LIHEAP payment of \$500.00.
*Payment amount is subject to change according to increases or reduction of federal appropriations;
- 8.) The household shall be meet with Guam Power Authority to review the account status and work out a payment schedule when the amount required to restore or prevent termination of utility power exceeds \$500.00.
- 9.) Applicant and adult household members have not been sanctioned for one federal fiscal year for misrepresenting their household's circumstances. Household's circumstances include by are not limited to household composition and/or income.
- 10.) Households shall not qualify for benefits under this section when they have been determined eligible for Cooling Assistance Credit. The provider agency may assist the household in determining this type of assistance being requested.

4. **Cooling Assistance Credit**

4.1 Purpose and Guidelines

The purpose of Cooling Assistance Credit shall be to help eligible low-income households offset the rising costs of energy for their residence.

Applications for Cooling Assistance Credit shall be accepted during the enrollment period and shall not be accepted prior to the end of the enrollment period when the Department determines that additional applications would result in expenditure of funds greater than the amount allocated to the State for the program in any federal fiscal year.

Application period will be announced in one or more of the following:
Notification via Guam Energy Office website and social media outlets, official press release, radio, utility website and newsletters. The State, Agency or Utility Company is not responsible for any households who claim they do not receive their bills.

Credit amounts approved for eligible households shall be paid directly to the utility company.

The household shall have energy service with the specified island utility company for which the household requested energy assistance at the time of application.

4.2 Eligibility Requirements

A household shall meet all of the Program Requirements; and

A household shall meet all of the following conditions:

- 1) The household shall submit an application form;
- 2) The household shall submit a current electric bill;
- 3) The household shall submit verification that they currently reside at the address listed on the utility bill; The LIHEAP applicant/household must be paying the utility bill. If the utility bill is paid by a third party not in the household, the household shall not be eligible;
- 4) On the day the utility company posts the energy credit, the household shall have an active account number for residential energy service with the specified island utility company for which the household requested cooling assistance credit at application. If for any reason the utility company cannot locate or identify an active account number for the household Cooling Assistance Credit shall not be issued, and the household shall be ineligible for Cooling Assistance Credit;
- 5) Applicant and adult household members have **not** been sanctioned for a federal fiscal year for misrepresenting their household's circumstances;
- 6) Households shall not qualify for benefits under this section when the current utility bill has a credit balance that exceeds the annual usage.

5. **CALCULATION OF ANNUAL INCOME:**

5.1 Annual Income

Calculation of annual income for all households is based on the following:

5.2 Earned Income

Earned income is income received by an individual for which a service is performed. Earned income includes but is not limited to the following:

1. Wages;
2. Military base pay, basic allowance for housing (BAH), basic allowance for subsistence (BAS);
3. Salaries;
4. Commissions;
5. Money from self-employment;
6. Tips and Gratuities;
7. Sick Pay; Temporary Disability Insurance;
8. Royalties

5.3 Unearned Income

Unearned Income is money received or available to be received by the household which is not classified as earned income. Unearned income includes but is not limited to the following:

1. Pensions and annuities such as Railroad Retirement, Social Security, Supplemental Security Insurance (SSI), Veterans Assistance;
2. Unemployment Compensation;
3. Strike or union benefits;
4. Child support and alimony;
5. Trust payments and dividends;
6. Rental Property Income, unless client also manages the property, this income is then earned income;
7. Lump sum payments for Social Security, SSI, Insurance settlements

5.4 Exempt Income

Exempt Income includes:

1. Earned Income Tax Credit (EITC);
2. All financial aid and scholarships both federal and private, such as PELL grants.
3. All loans (includes student loans and personal loans).

4. College work-study, must be coded as work study on pay stub. All other earned income is countable.
5. VA GI Bill for education expenses are exempt, monies paid as living allowances are countable income.

PROJECTING MONTHLY INCOME

Monthly Income	Source of Hourly income (including any tips): $\text{Hrly Pay} \times \text{Hrs/wk} = \text{Wkly pay}$, add in any tips. $\text{Wkly Pay} \times 4.33333 = \text{Monthly Income}$. OR If annual income provided: $\text{Annual income} / 12$
----------------	---

6. CALCULATION OF COOLING ASSISTANCE BENEFITS

6.1 Benefit Scoring System

The level of benefits will be determined by the following point scale:

- 1) Income level – percent the applicant household's gross income is of maximum income limits established by the State for that size household.

<u>Percent of maximum income limits</u>	<u>Points</u>
51-100% of 150% Federal Poverty Guidelines	1

0-50% of 150% Federal Poverty Guidelines	2
--	---

- 2) Household size – the number of persons in the applicant household.

<u>Persons</u>	<u>Points</u>
1 to 2	1
3 to 5	2
6 or more	3

- 3) Vulnerability – applicant household consisting of one or more of the following types of individuals: a child age five and under, disabled adult, or an adult age 60 and over.

<u>Points</u>
1

- 4) Energy burden 30% or greater.

<u>Points</u>
1

6.2 Benefit Amount

Benefits will be paid based on point tally as follows:

2 – 3 Points:	\$300
4 - 5 Points:	\$400
6 – 7 Points:	\$500

* Payment amounts are subject to change according to increases or reduction of federal appropriations.

150 Percent of the Federal Poverty Guidelines (FPG) for 50 states and the District of Columbia Published on January 15, 2026, by the U.S. Department of Health and Human Services

The tables below show the calculations for the FPG for optional use in federal Fiscal Year 2026 (FY26) LIHEAP and mandatory use in FY27 LIHEAP.

Select Percentages of FPG for All States except Alaska and Hawaii and for the District of Columbia:

Size of Household	150 Percent of FPG
1	\$23,940
2	\$32,460
3	\$40,980
4	\$49,500
5	\$58,020
6	\$66,540
7	\$75,060
8	\$83,580
9	\$92,100
10	\$100,620
11	\$109,140
12	\$117,660

For households in the District of Columbia or in any state except Alaska and Hawaii at 100 percent of FPG with more than 12 members, add \$5,680 for each additional member. For households at 110 percent of FPG with more than 12 members, add \$6,248 for each additional member. For households at 150 percent of FPG with more than 12 members, add \$8,520 for each additional member.

6.3 Payment of Cooling Assistance Credits

The amount of Cooling Assistance Credits approved for an eligible household shall be paid directly to the utility company for which the household requested energy credit at application. Credits will be issued monthly in \$100 increments according to approved benefit amount.

After the Cooling Assistance Credit is posted to their utility account, households shall not be entitled to receive cash payments from the utility company when the utility company determines the household does not intend to use Low-Income Home Energy Assistance program funds for utility needs.

Households shall not qualify for benefits under this section when they are applicants for or have been determined eligible for Crisis Assistance. The Guam Energy Office may assist the household in determining the type of assistance being requested.

7. DISREGARD OF LIHEAP BENEFITS

The Guam Energy Office shall not count as income or asset any LIHEAP payment for any purpose under any federal or state law administered by the Department, including any law relating to public assistance or welfare programs, unless enacted in express limitation of LIHEAP statutory prohibition.

The Guam Energy Office shall not consider LIHEAP payments in the determination of eligibility or benefits for SNAP, including the calculation of excess shelter deduction.

8. NATURAL DISASTER ASSISTANCE

An additional Energy Crisis payment may be provided to eligible households who are in need because of a natural disaster.

1. Payment must be tied in some way to the household's energy assistance need or emergency;
2. Applicant's household income must be below 150% of the FPL or
3. Meet the categorical eligibility requirements.

4. Activities that may be allowable uses of LIHEAP funds to deal with crisis situations:
 - a. Costs to temporarily shelter or house individuals in hotels, apartments or to other living situation in which homes have been destroyed or damaged, i.e. placing people in settings to preserve health and safety and to move them away from the crisis situation.
 - b. Costs for transportation (such as cars, shuttles, buses) to move individuals away from the crisis area to shelters, when health and safety is endangered by loss of access to heating or cooling.
 - c. Utility reconnection costs.
 - d. Repair or replacement costs for furnaces and air conditioners.
 - e. Insulation repair.
 - f. Crisis payments for utilities and utility deposits.
 - g. Purchase of fans, air conditioners, rechargeable battery devices, and generators.
5. Unallowable uses of LIHEAP funds that are not home energy related:
 - a. Payments for water/sewage
 - b. Mortgage or rent assistance, unless it a necessary cost to shelter individuals from the crisis situation for a TEMPORARY period of time.
 - c. Utility assistance or households housing displaced victims
UNLESS the household is already low income and qualified for LIHEAP assistance.
 - d. Ramps and wheelchairs.
 - e. School uniforms and school supplies.
 - f. Clothing (except coats)
 - g. Mattresses, cots, air beds and pillows.

STANDARD OPERATING PROCEDURE

LIHEAP-WX

1.0 PURPOSE

To define the process for using LIHEAP funds, in coordination with WAP, to provide incentives and appliance replacements to eligible WAP clients in alignment with, but not limited to, the approved WAP State Plan.

2.0 DEFINITION

- **LIHEAP:** Low Income Home Energy Assistance Program
- **WAP:** Weatherization Assistance Program
- **LIHEAP-WX:** LIHEAP Weatherization

3.0 INCENTIVES

- Fans
- Split AC Units Cleaning Services

4.0 REPLACEMENT OF APPLIANCES

4.1 Eligibility Criteria for Appliance Replacement

An appliance will be provided to eligible WAP clients using LIHEAP-WX funds, as documented by the WAP Energy Auditor. Replacement is authorized only when the existing unit is:

- Inefficient;
- Corroded;
- Not functioning properly; and/or
- Not working

4.2 Appliances in Addition to the Approved WAP Priority List:

LIHEAP-WX funds may be used to provide eligible WAP clients with additional appliances beyond those listed in the approved WAP State Plan, subject to funding availability and Energy Auditor recommendation.

1. Washer
2. Stove
3. Water Heater

Replacement includes delivery, installation, and disposal of the old appliance.

4.3 Funding Limit

The total amount of LIHEAP-WX funds expended per eligible household shall not exceed **\$20,000**. This amount includes all services, appliance replacements, and related costs.

4.4 Approval Process:

- Energy Auditor documents condition with photos and completes Appliance Assessment Form.
- Program Manager reviews and approves based on recommendation and LIHEAP-WX funding availability.

5.0 TRACKING, INVENTORY & DISPOSAL

5.1 All supplies and appliances distributed shall be recorded in the Client Inventory Received Form and input into the LIHEAP-WX Inventory Tracker. The Tracker must be updated regularly.

5.2 The LIHEAP-WX Inventory Tracker shall include: Client Name, Client I.D. Number, Address, Date of Issuance/Installation, Item Description, Number of Items Received, and Unit Cost.

5.3 Disposal of replaced units must be documented with a disposal receipt, and a copy shall be filed in the client's folder.