<p style="text-align:center">**Cooling Assistance**</p>

Credit Authorization By-Pass (CAB) process

Some electric vendors bypass the Credit Authorization (CA) process for Cooling and a CA is not generated. The Credit Authorization Bypass (CAB) process is currently used with:

- **Dominion Energy**
- **AEP**
- **Old Dominion Power**
- **Mecklenburg Electric**

CAB saves time and cuts down on the paperwork needed to process a payment.

- The worker **must** use the vendor's online website access to determine the current account balance and the amount owed by the customer.
- Through the vendor's customer portal, agency staff can inquire and view payment arrangements and extensions on the account.
- After verifying the current amount the customer owes through the vendor's website, the worker will process the case and make payment to the vendor at the time of approval/authorization in VaCMS.
- Before certifying/authorizing the case, it is critical that workers double-check their work and data entries to ensure that:
  - The case is eligible,
  - The ==correct vendor== has been approved for the case,
  - The correct account number is entered, and
  - The correct amount is approved.
- On the vendor's website, agency staff can make a pledge on an account (for disconnections) and view other pledges made to the account. Pledges should only be made after the case is approved.
- If an error is made, the transaction can be cancelled only if the payment is in the "pending issuance" status.
  - Be sure to review any correspondence that may have been generated/sent.
- If payment is issued to the incorrect vendor, the agency will need to contact the vendor and request the payment be refunded to the State.
- At this time there is no process to apply refunded benefits back to the case, so that benefits can be processed to the correct vendor.
  - The correct vendor will need to be paid out of local agency funds to correct the agency error. Reimbursement may be requested from the Home Office.

Take a moment to make sure you have entered:

STOP

- the correct case number
- the **correct vendor**
- the correct account name
- the correct account number
- the correct amount
- the case is eligible