



MAAC-Managed Utility Fund Information

Updated January 2023

1. No matter what funds you are using, contact the utility company in advance to arrange a pledge. They will be able to tell if the customer's account is active (service on) and if it is in good standing for our funding. Accounts that have too much debt, or have been inactivated/moved to collections often can't be helped with MAAC funds. In some cases, the utility has to be current (no past due balance) in order to be assisted with MAAC funds. Please refer to the Fund Guidelines for more information.

- a. **Spire** offers a web portal to check on account status. Email pledges@spireenergy.com if your agency needs an account. The customer service phone number for pledges is **800-582-1234** toll-free. Include the Pledge Amount and Fund Type, Customer Account Name, Account Number, and the Agency's Contact Name & Number.

- a. **KCMO Water Department** Agencies may reach a Customer Service professional directly by dialing **816-513-1313** or **816-513-0221**, Monday – Friday, 8:00 am – 5:00 pm or by emailing water.rpd@kcmo.org. You must provide the customer's name, address, and KCMO Water account number in order to receive the account information and place a pledge. KCMO Water also has a pledge portal to input pledges online:
<https://my.kcwater.us/eportal/#/newissue?formType=F&issueType=OTHER&subCategory=Social%20Agency%20Pledge>

- c. **Evergy** accepts pledges by phone, **816-242-6400**, email, ssagency@evergy.com, or through the pledge portal. (agency must apply for access) or by fax (on agency letterhead), **816-242-6485**. Include Pledge Amount, Customer Account Number, and Agency Contact Name & Number.

2. Funding is distributed via allocations through MAACLink on the first business day each month. These allocations are based on deposits we receive from our funders. We are unable to do allocations in months where we do not receive deposits.

3. Payments are batched by MAAC twice monthly (around the 1st and 15th of the month). Our payment batches are sent to our bank, and the bank mails the checks directly to the vendors. Services remain in “Pending” status until the payment batches are made. Once they move to “Paid” status, it is a safe assumption that the payment is on the way to the vendor. It may take up to 2-3 weeks from the date of service for it to be credited to the customer’s account.

4. Payments can be denied for a number of reasons. Please refer to the “Troubleshooting” page.

5. You can check your current fund balance by running “Fund Balance by Agency” report. Hold Ctrl + click to select more than one fund at a time.

Managed Fund Troubleshooting/FAQs:

1. Why is my service “Auto Denied?”

This is a system-generated status. When you saved your service, you got one of the following error messages:

“Request has exceeded the fund's amount limits.” – The service you entered exceeded the maximum financial assistance in this rolling calendar year.

“Request has exceeded the fund's usage limits.” – The client has already received 2 services this rolling calendar year.

“Request has exceeded the fund's agency limits.” – The client has already received assistance from another agency during the rolling calendar year.

2. I originally saved the service just fine, and now it’s showing “Manually Denied.”

What does that mean?

The service was denied by the Fund Manager upon reviewing the service you had saved. We will try to reach you in the event that the service cannot be paid, but if we cannot reach you to correct the issue, the service needs to be denied. Reasons include:

- a. MAAC Fund Manager could not process due to missing Client Account #, “verified” box unselected (when required), or monitoring revealed missing Financial Assessments or other data entry errors. These can often be corrected and re-pledged for the next payment batch.
- b. It was later determined that the client was not eligible per conversation with the utility company. Client may have made additional payment in the meantime, for example.
- c. The client was deemed ineligible because they were found to be affiliated with the agency that served them.

3. The utility company says they haven’t received my payment yet. I entered it two weeks ago! It shows “Paid!”

As long as you have pledged the payment on the customer’s account, the payment is on the way. You can double-click your service to check that the account number you entered was accurate. We only batch requests twice a month (sometimes up to two weeks after your service date). Very rarely, a check gets delayed/lost, and MAAC will work directly with the utility company to ensure that the pledges get updated while the payment is in flux. Most likely, everything is fine. To prevent delays, always pledge your service to the utility company to hold the customer’s account, and accurately enter the services in MAACLink as soon as possible.