Operation Fuel: How to Complete an Assistance Application Online in NewOrg

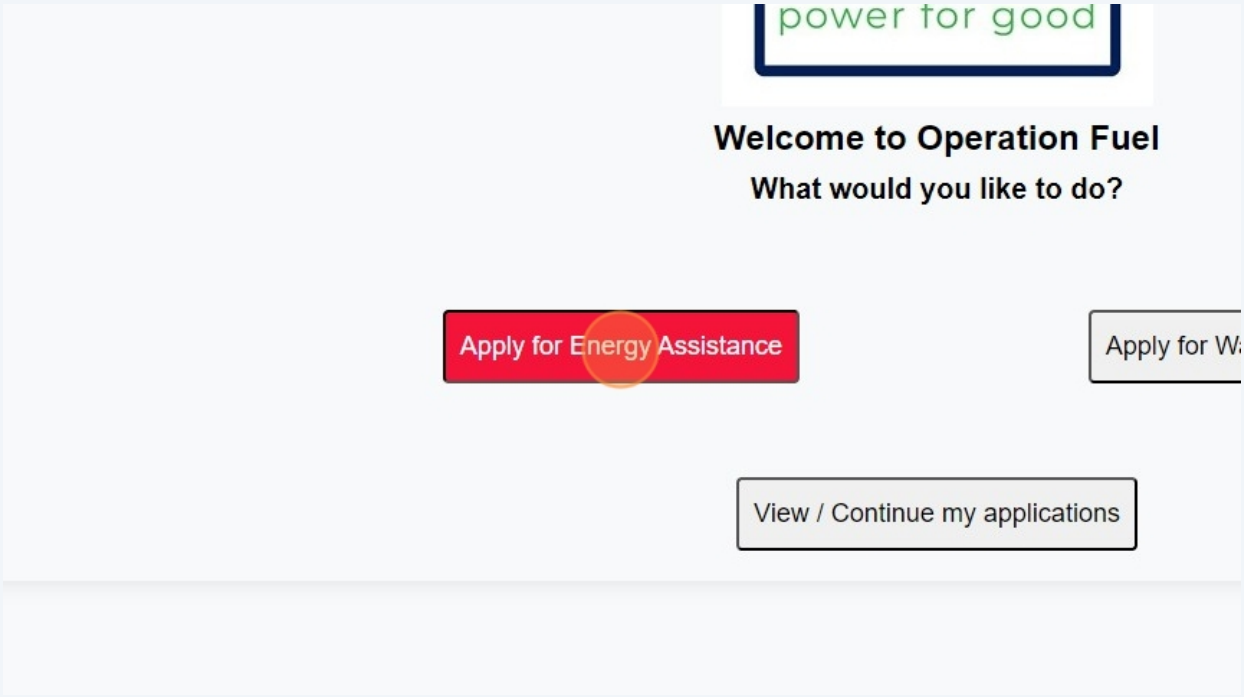
1 **If you are a client applying online:** Navigate to https://cm2gpct.neworg.com/v3?Pagenum=95

Fuel Bank Staff: please do not use the client portal! Please use the Fuel Bank Portal link that was shared with you, or reach out to applications@operationfuel.org for access.

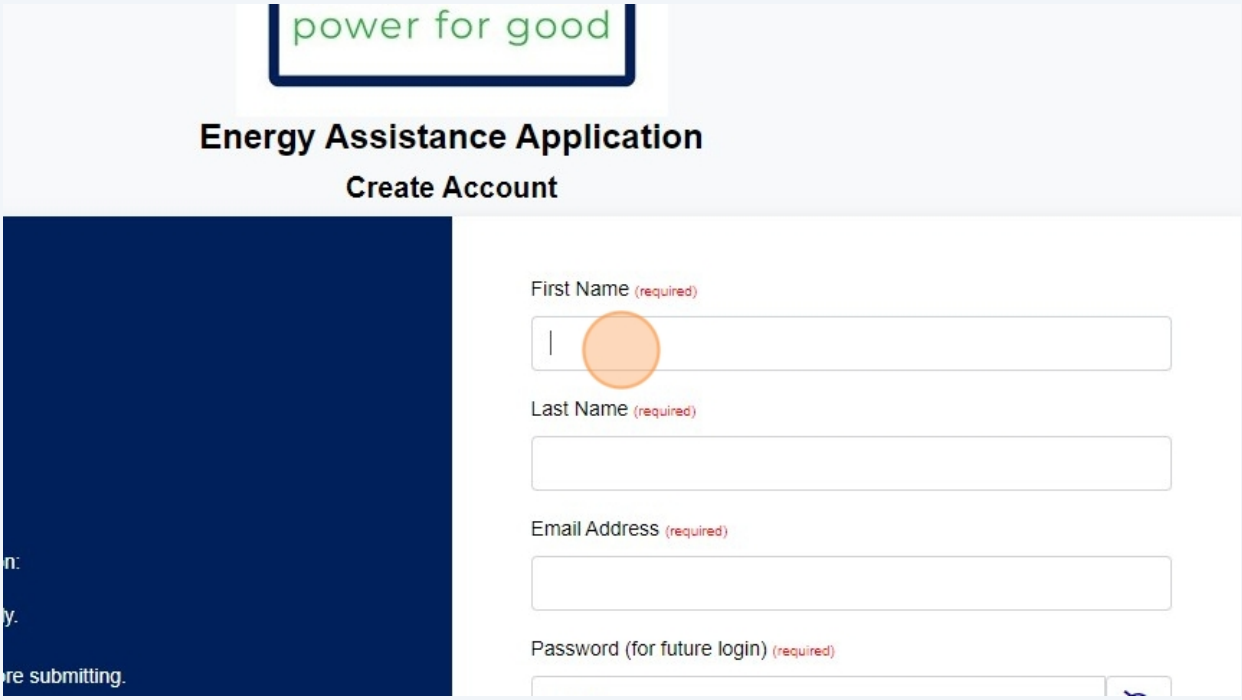
2 For energy assistance (Oil, propane, electric, gas, etc.), click "Apply for Energy Assistance" button.

For water assistance (CT Water) click "Apply for Water Assistance" button.

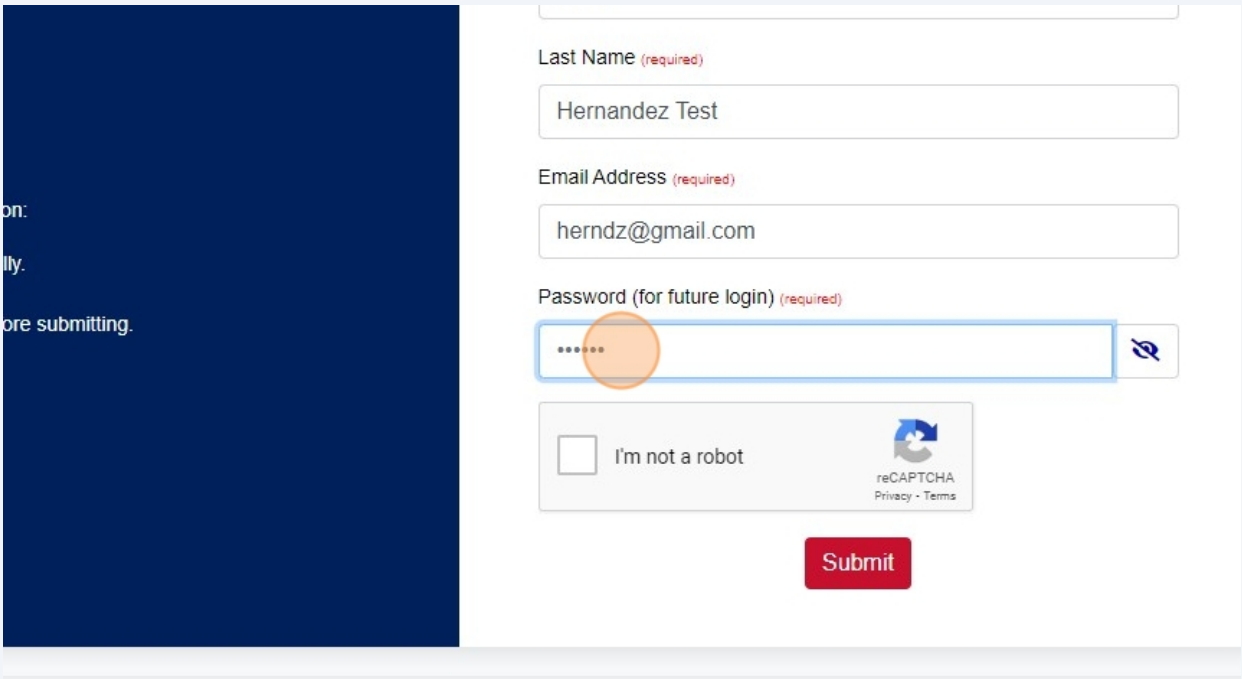
To view or continue an application click "View/Continue my applications"



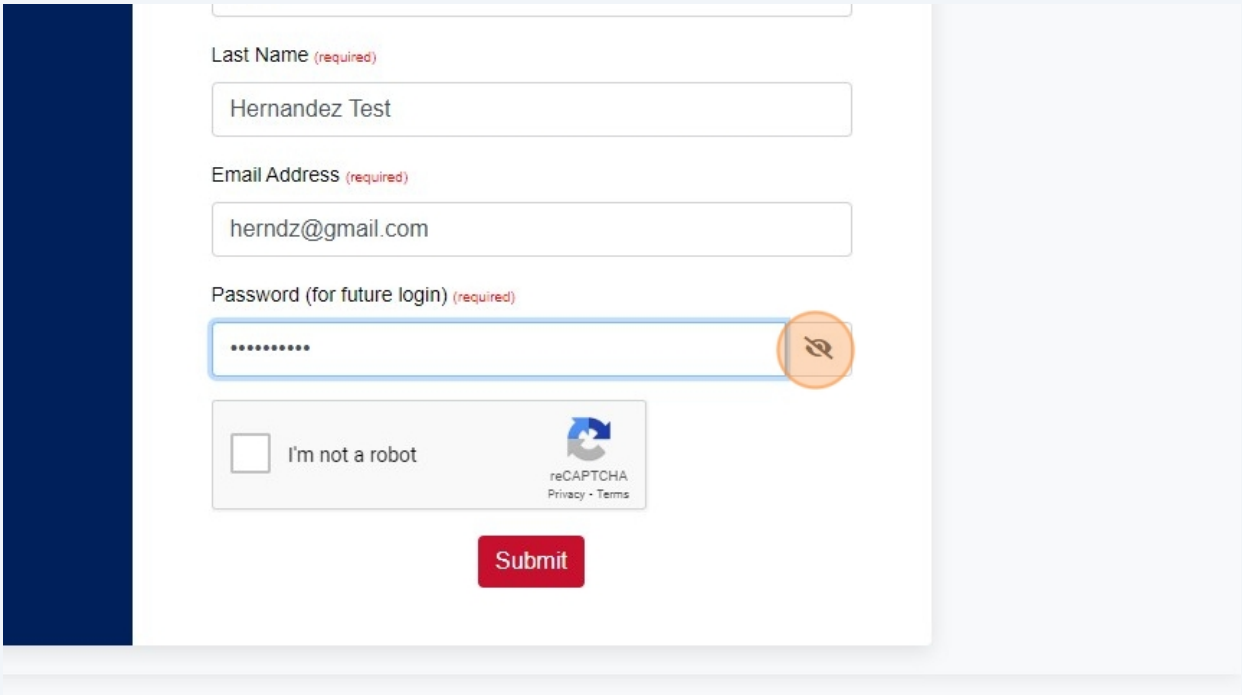
3 Complete all required fields for the primary applicant.



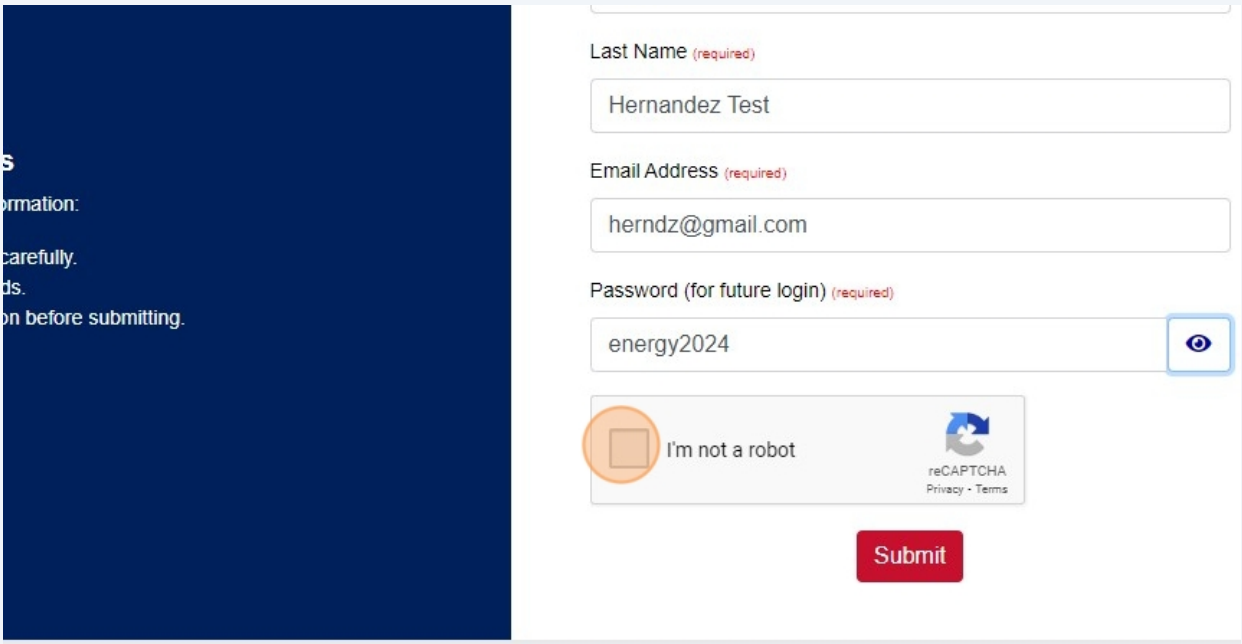
4 Complete the "Password (for future login)" field.



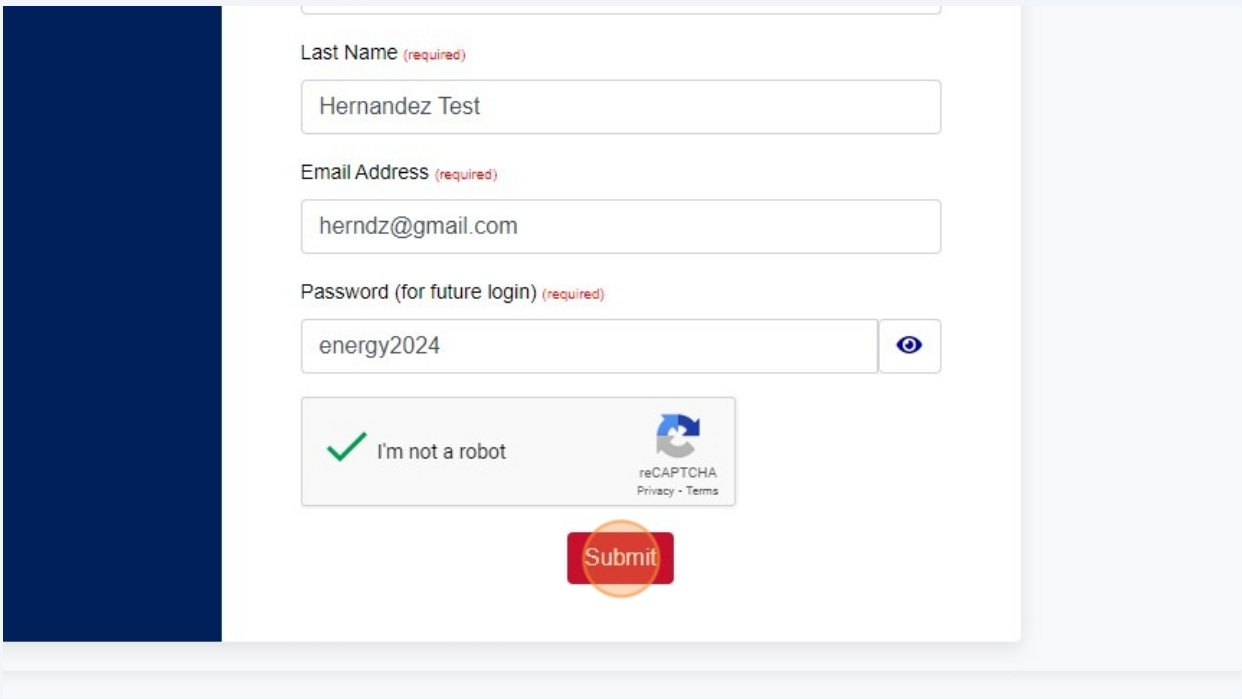
5 Click here to verify the password.



6 Click the "I'm not a robot" for verification purposes

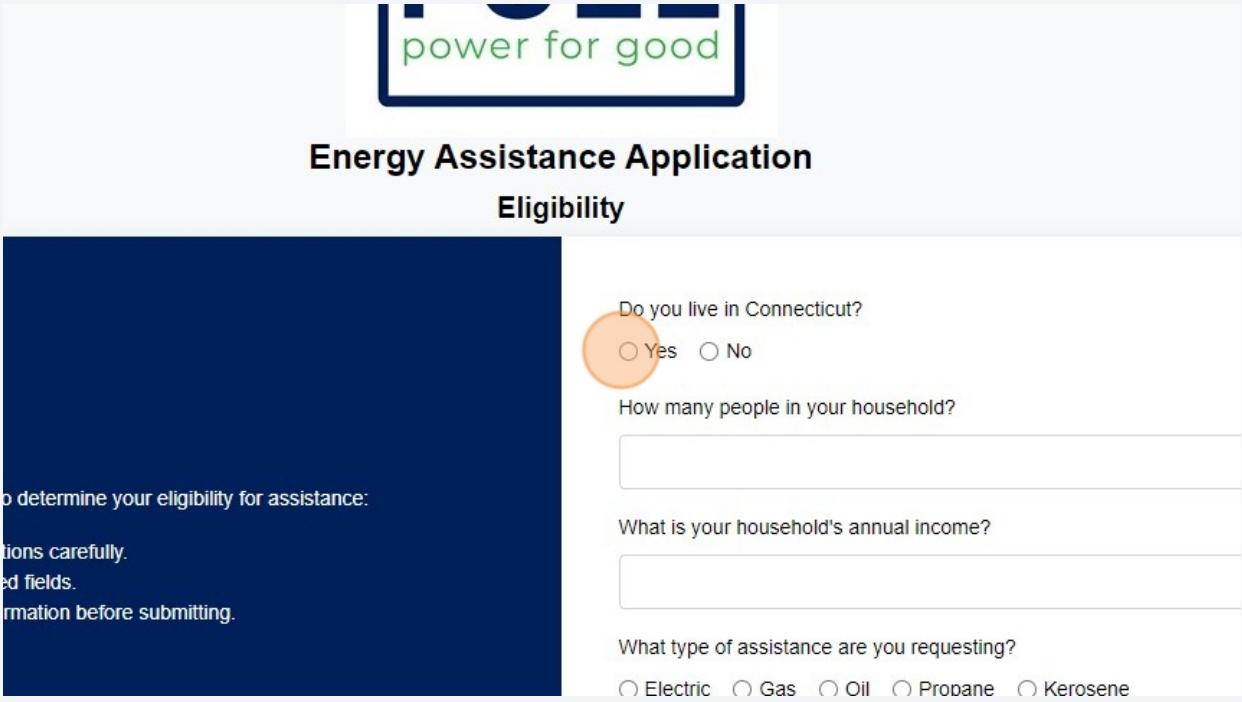


7 Click "Submit"

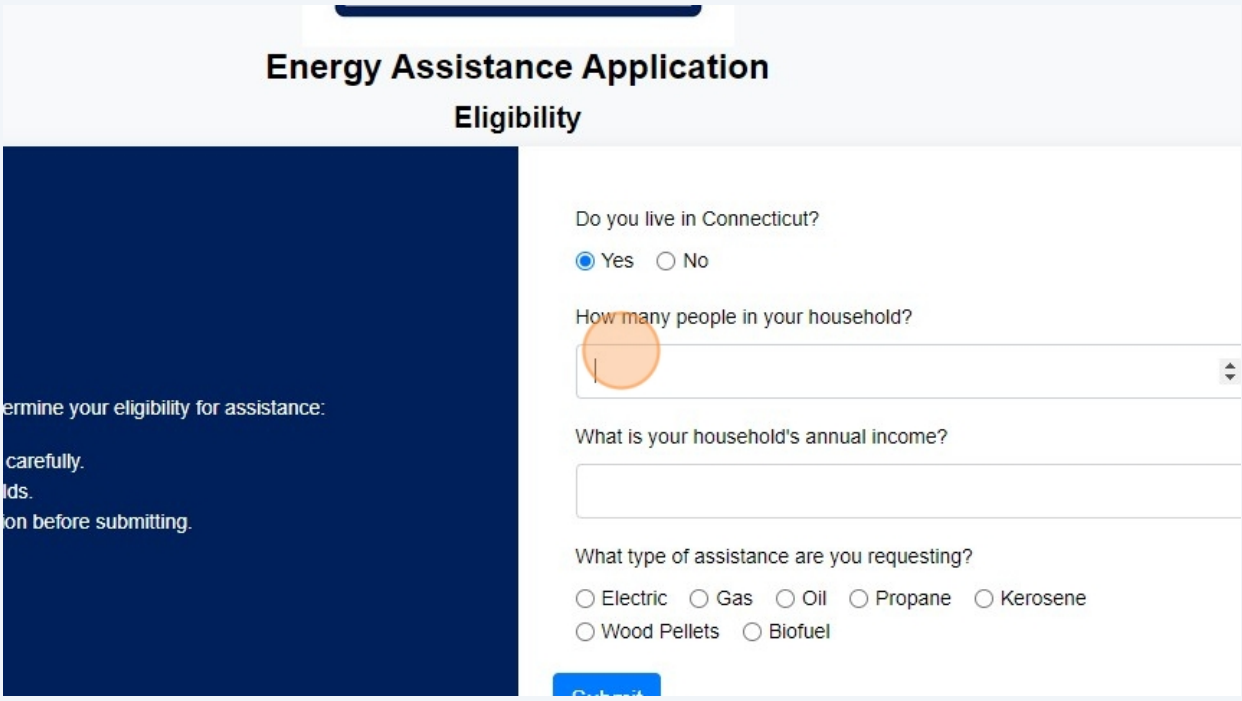


NOTE: If you are redirected to a login page after clicking "Submit", it means that you are already in our system from previous years. Please click the "forgot password" button and enter your email address in lowercase letters to create a new password for this system. Then login using that information.

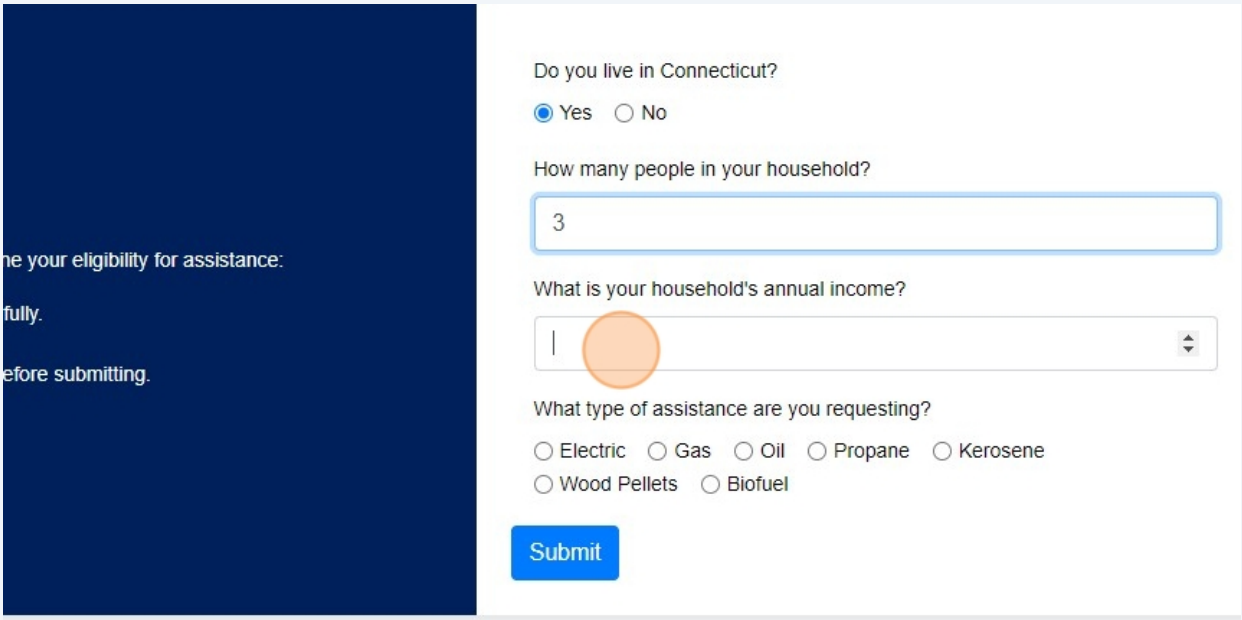
8 Complete all pre qualification fields.



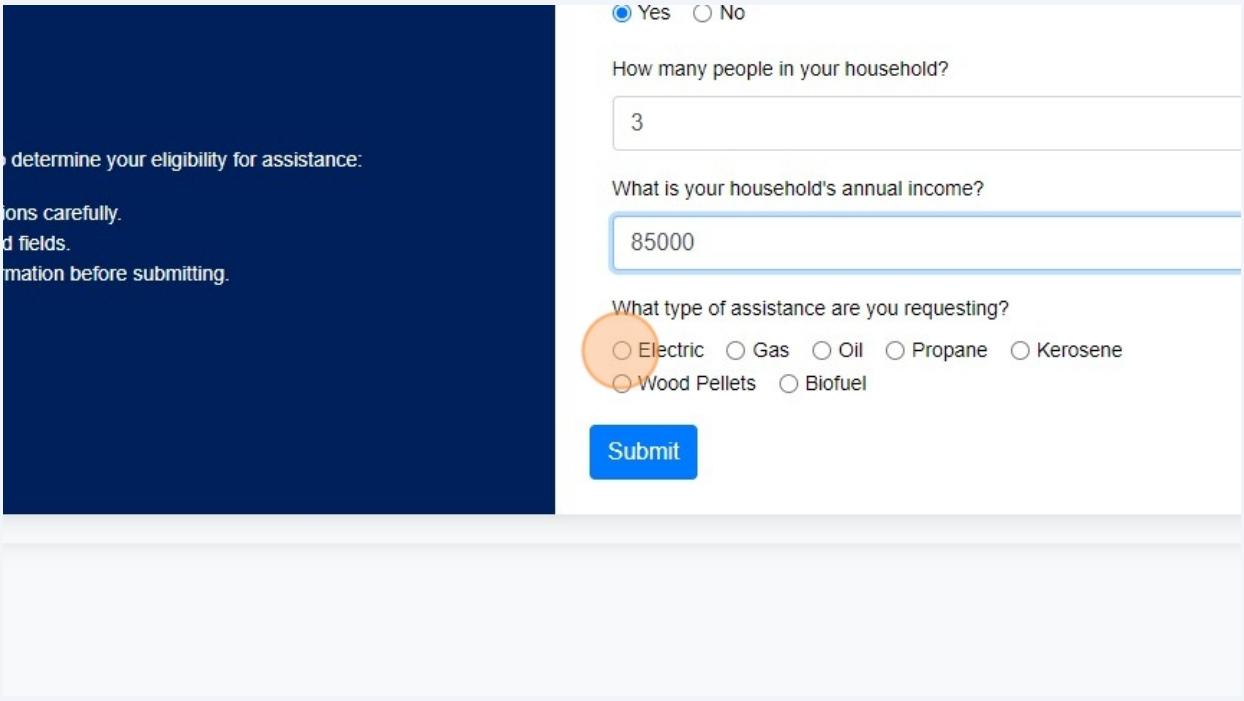
9 Complete the "How many people in your household?" field.



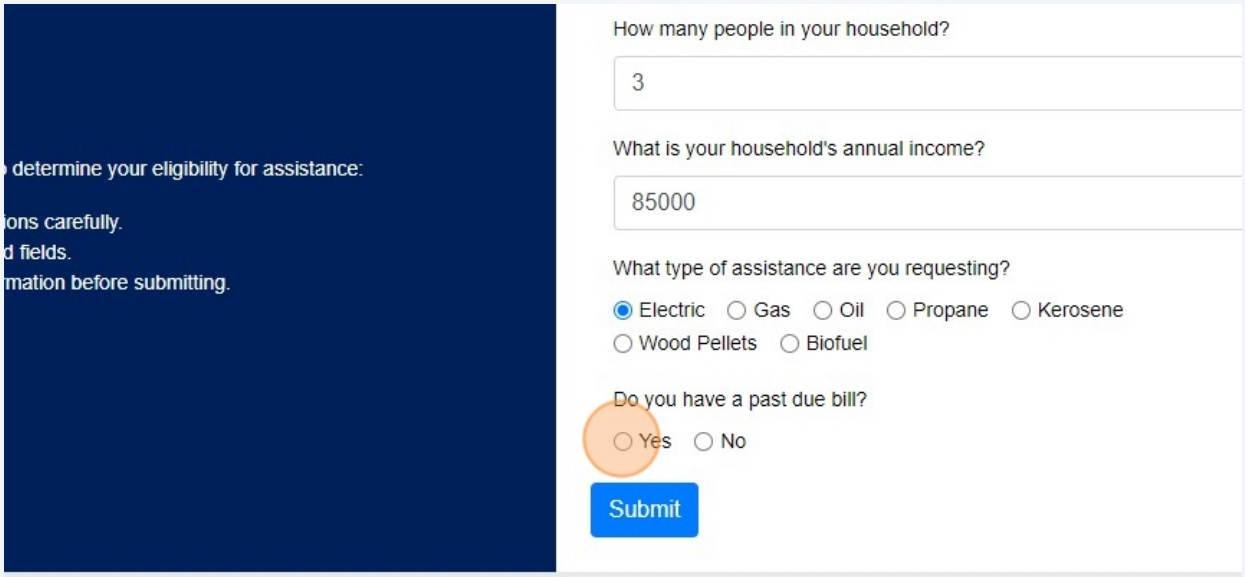
10 Enter an estimate of what your household's annual income is in this field.



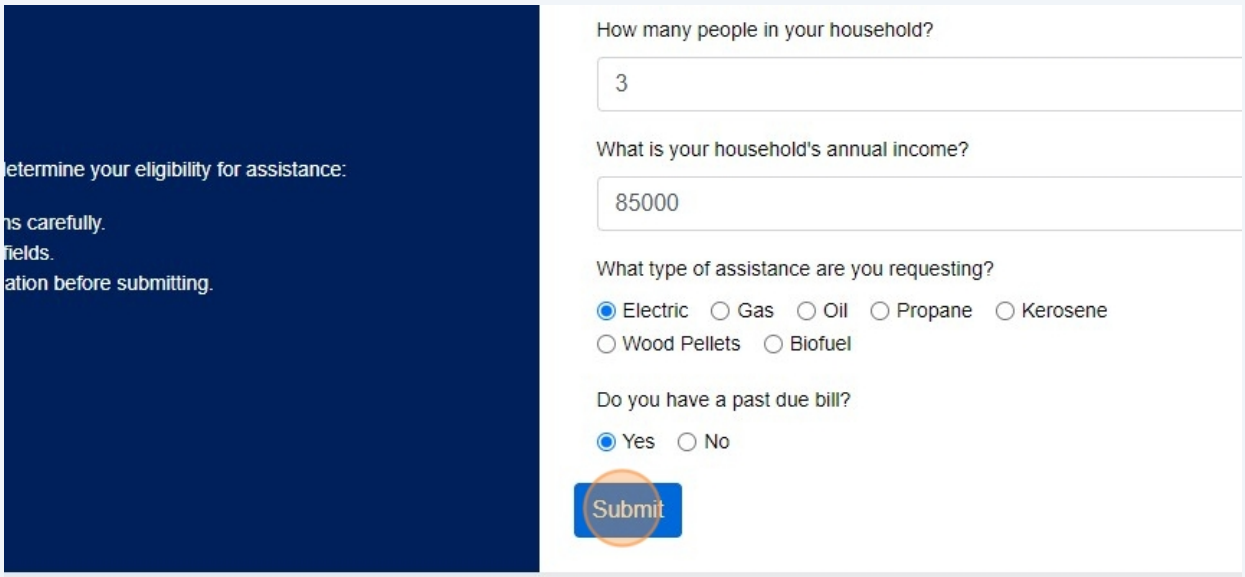
11 Select the utility source you are applying for.



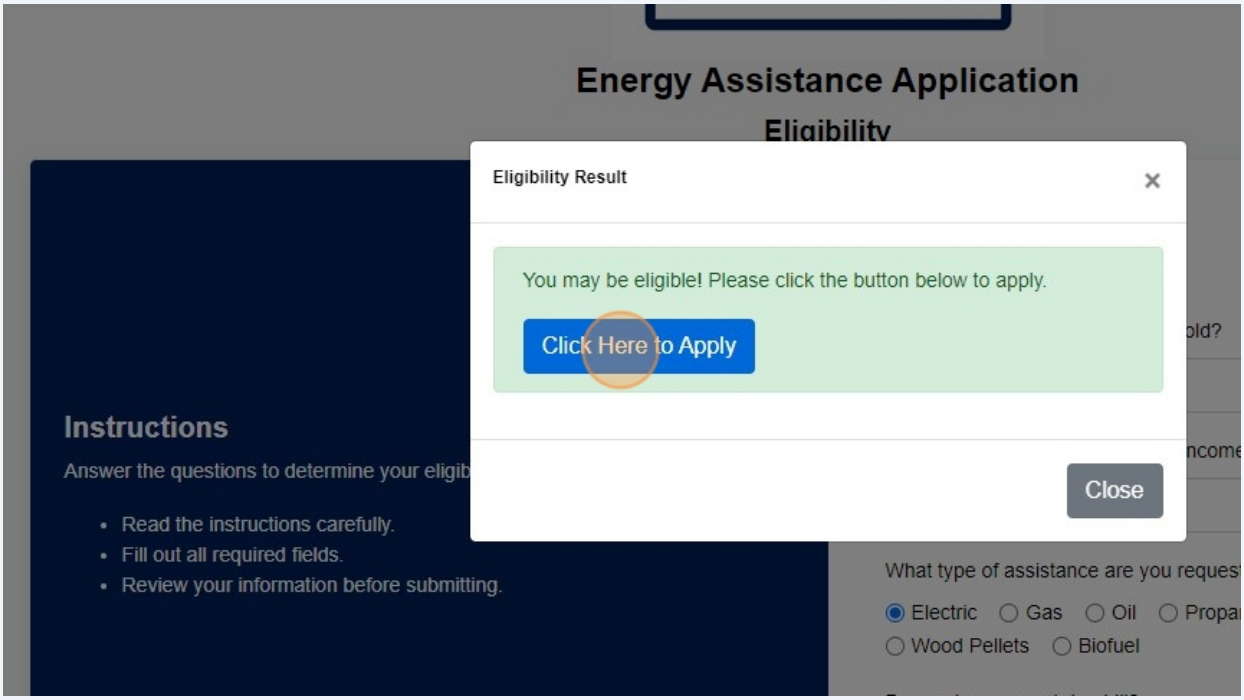
12 FOR GAS, ELECTRICITY, AND WATER ONLY: Please select if you have a past due balance or not. Note that a past due balance is required for eligibility.



13 Click "Submit"

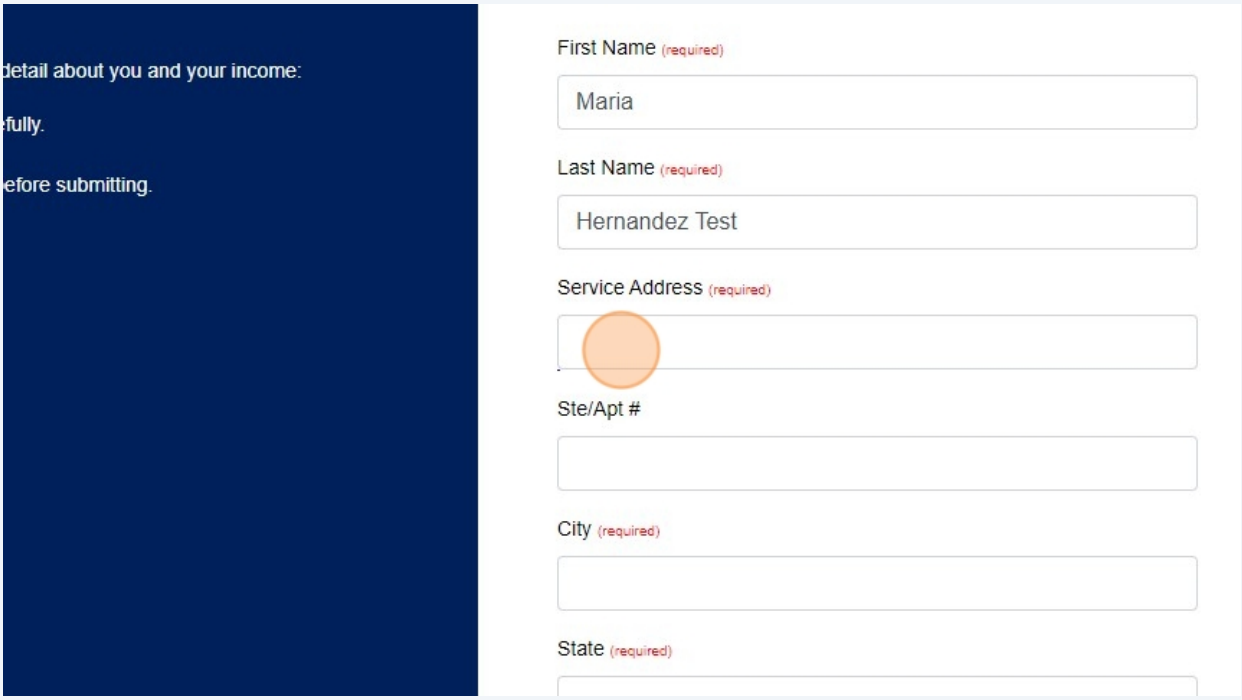


14 Select "Click Here to Apply"



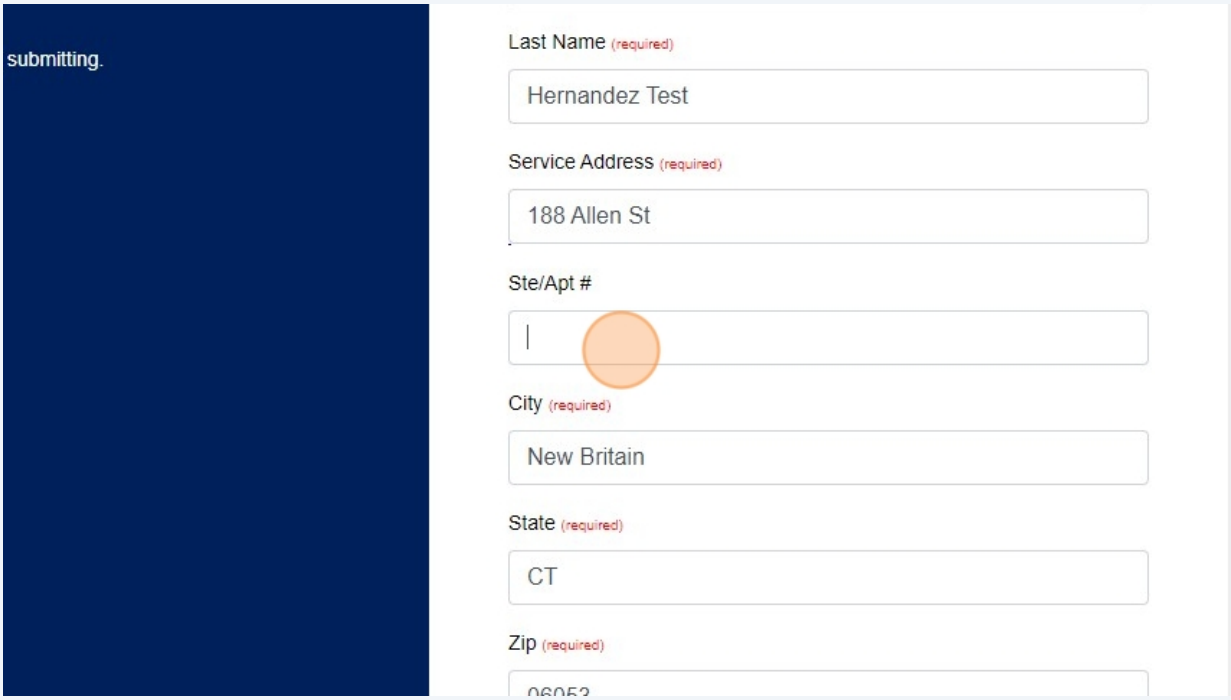
⚠ If, based on your answers, you will not be eligible for Operation Fuel's programs at this time, you will receive an error message and will not be allowed to apply.

15 Complete the "Service Address" field. (Your home address)

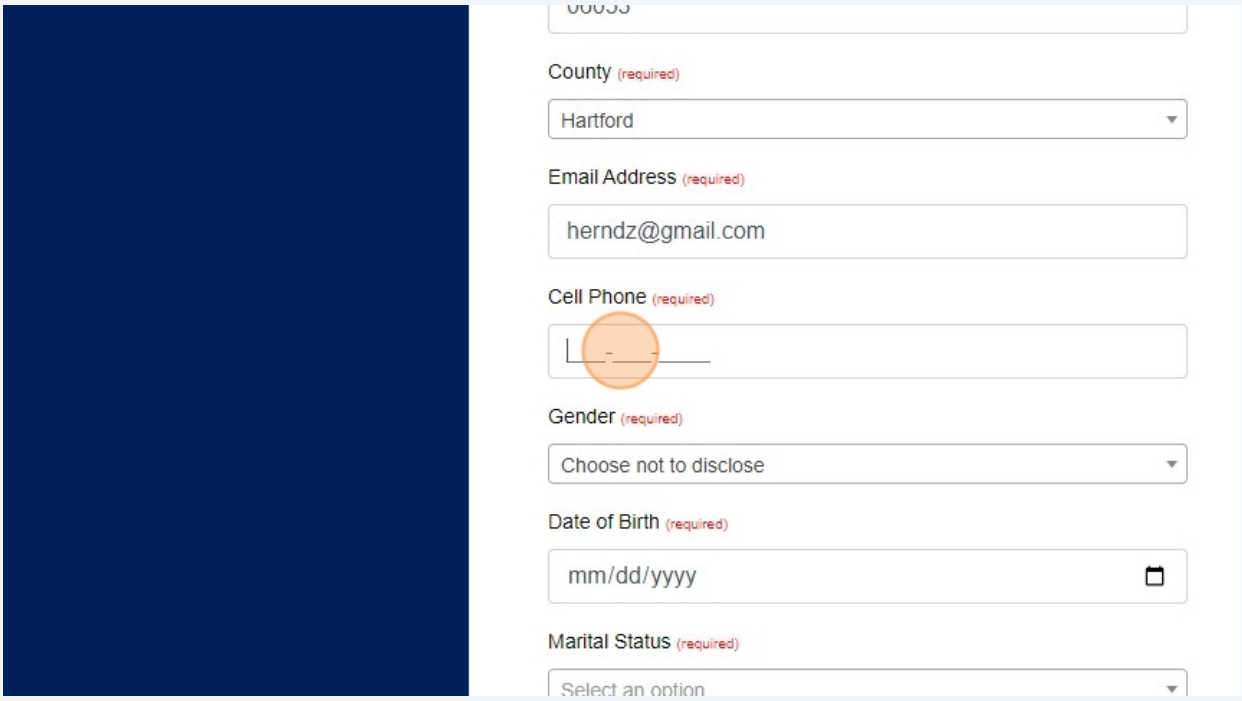


NOTE: Some of the fields may already be filled out if you have applied with Operation Fuel in the past. Please review and update all information!

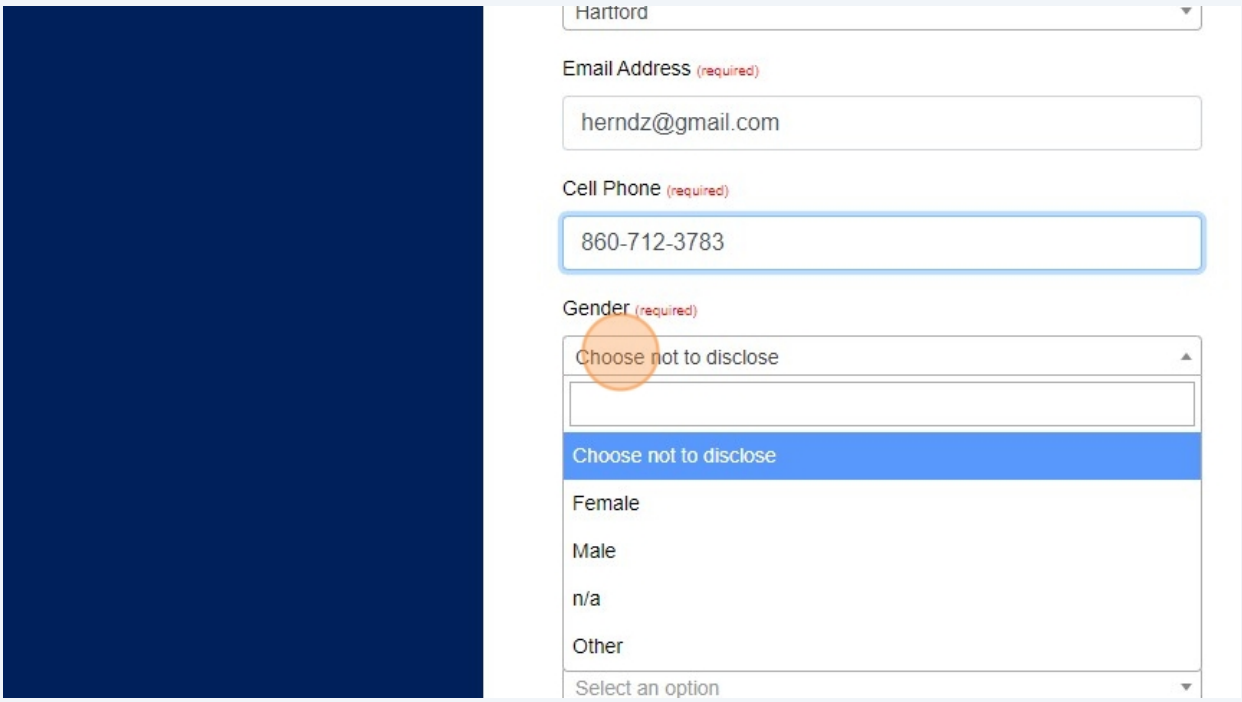
16 Complete the "Ste/Apt #" field if applicable.



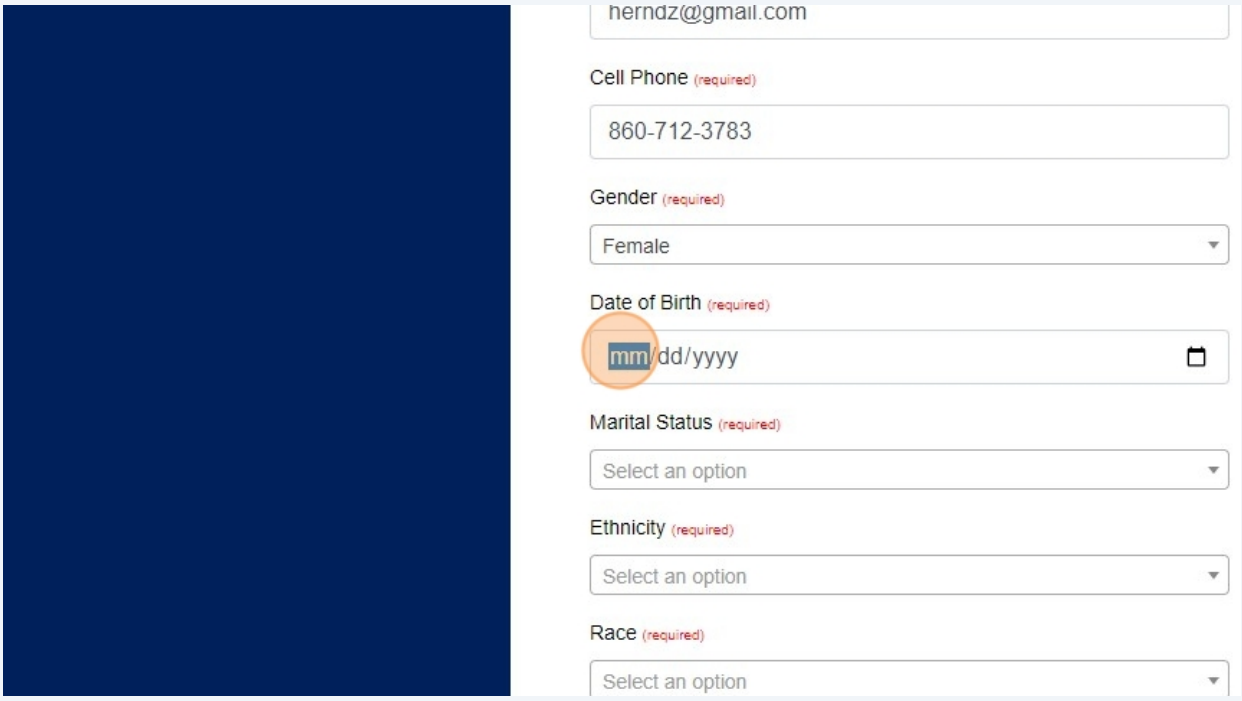
17 Complete the "Cell Phone" field. (This should be the primary applicant's best contact phone number)



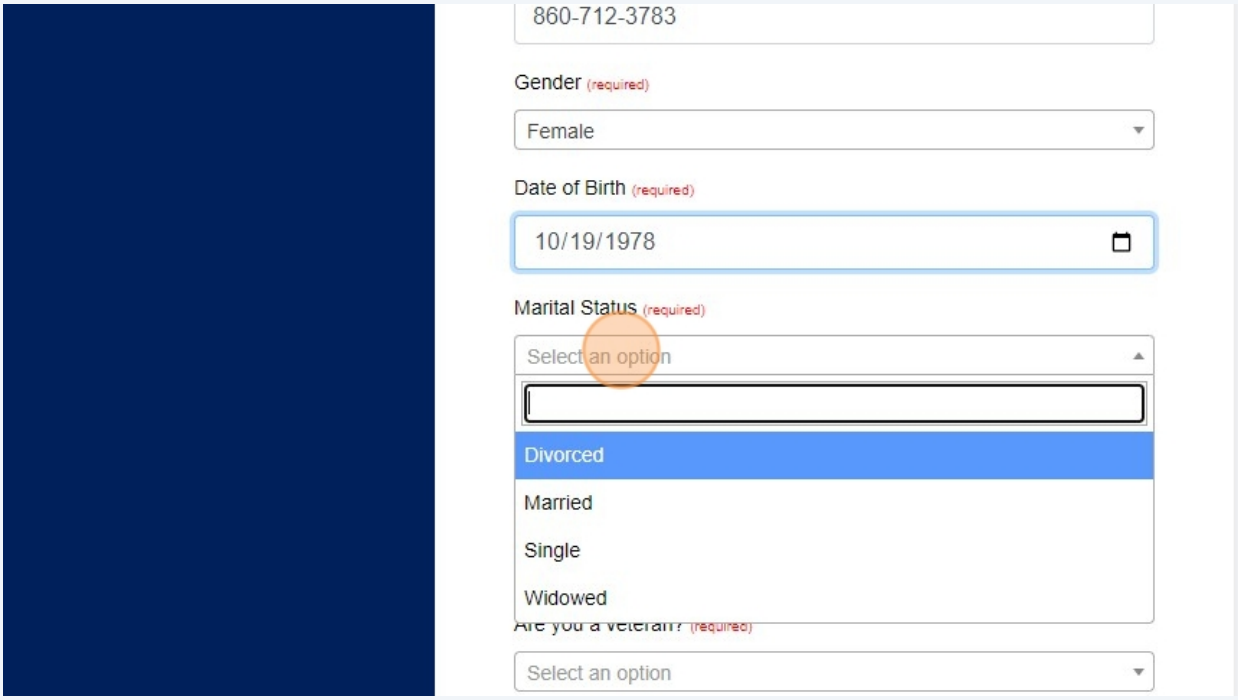
18 Choose gender



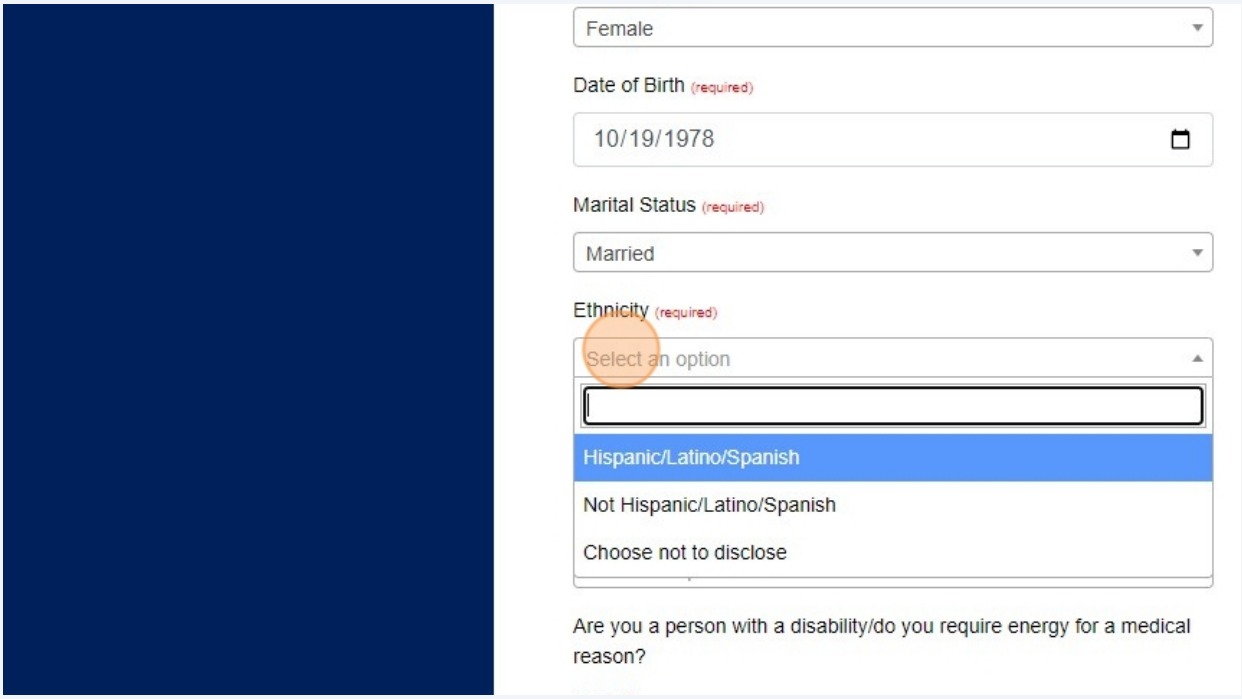
19 Enter the primary applicant's "Date of Birth"



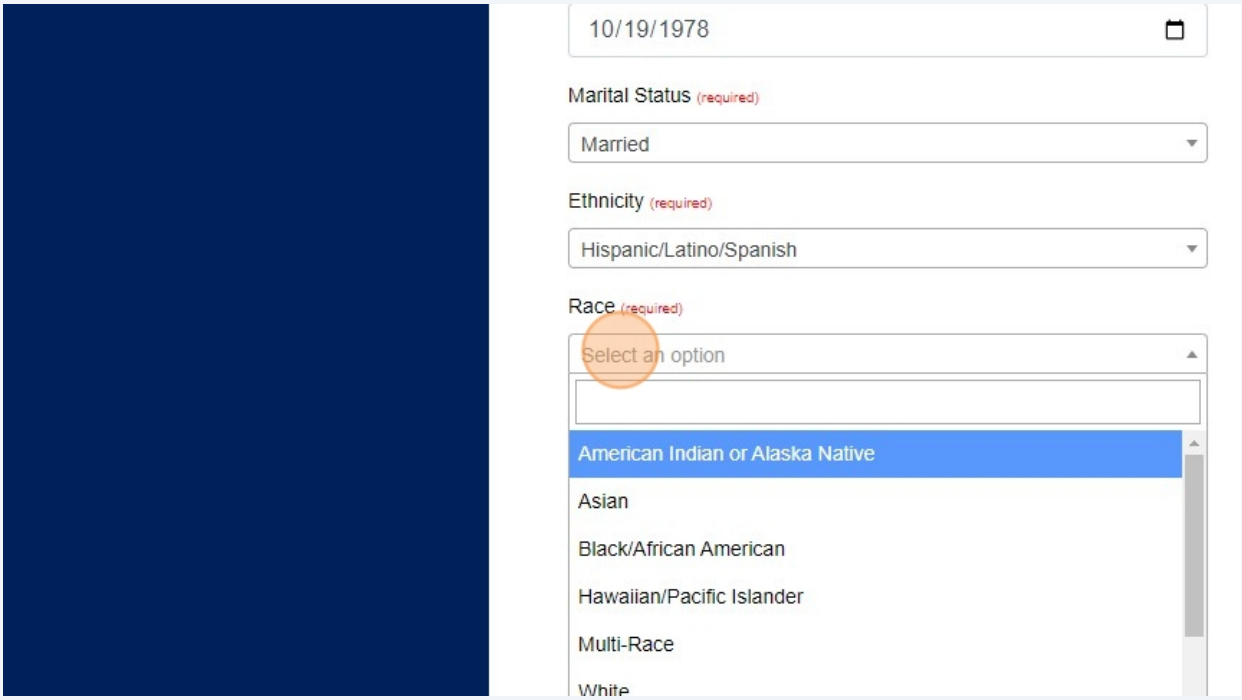
20 Select primary applicant's marital status



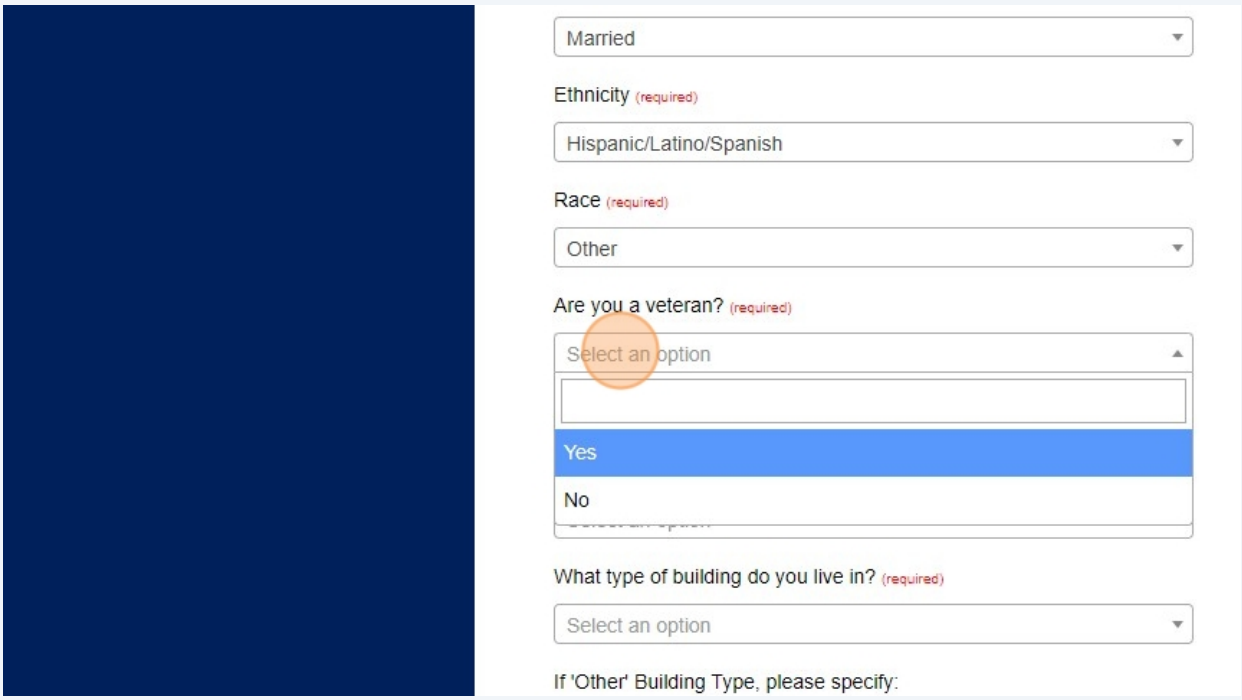
21 Select primary applicant's ethnicity



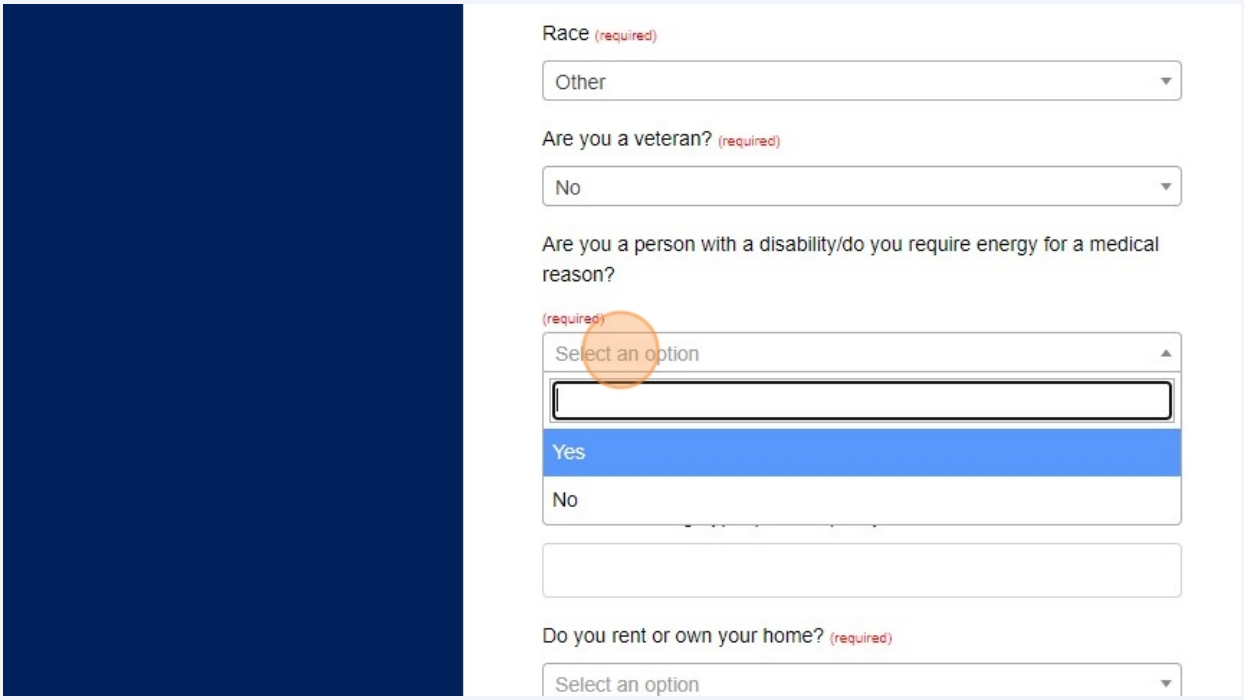
22 Select primary applicant's race



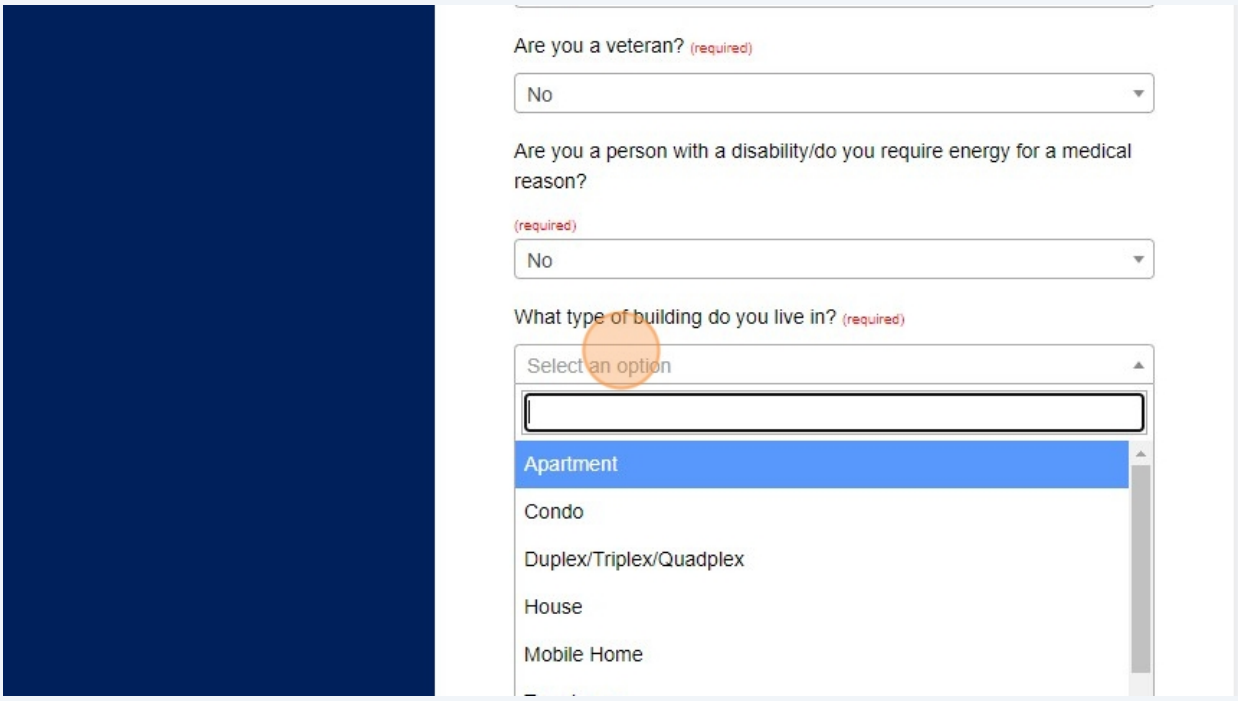
23 Select appropriate veteran status for primary applicant



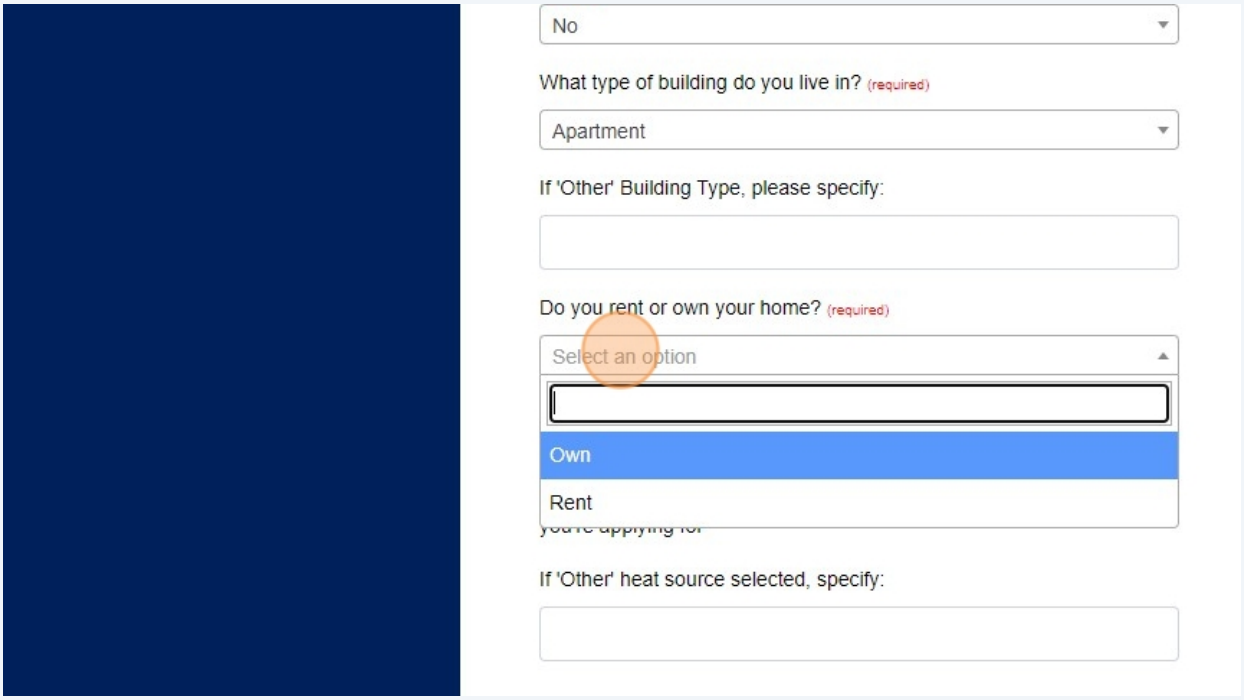
24 Answer disability/medical question for primary applicant



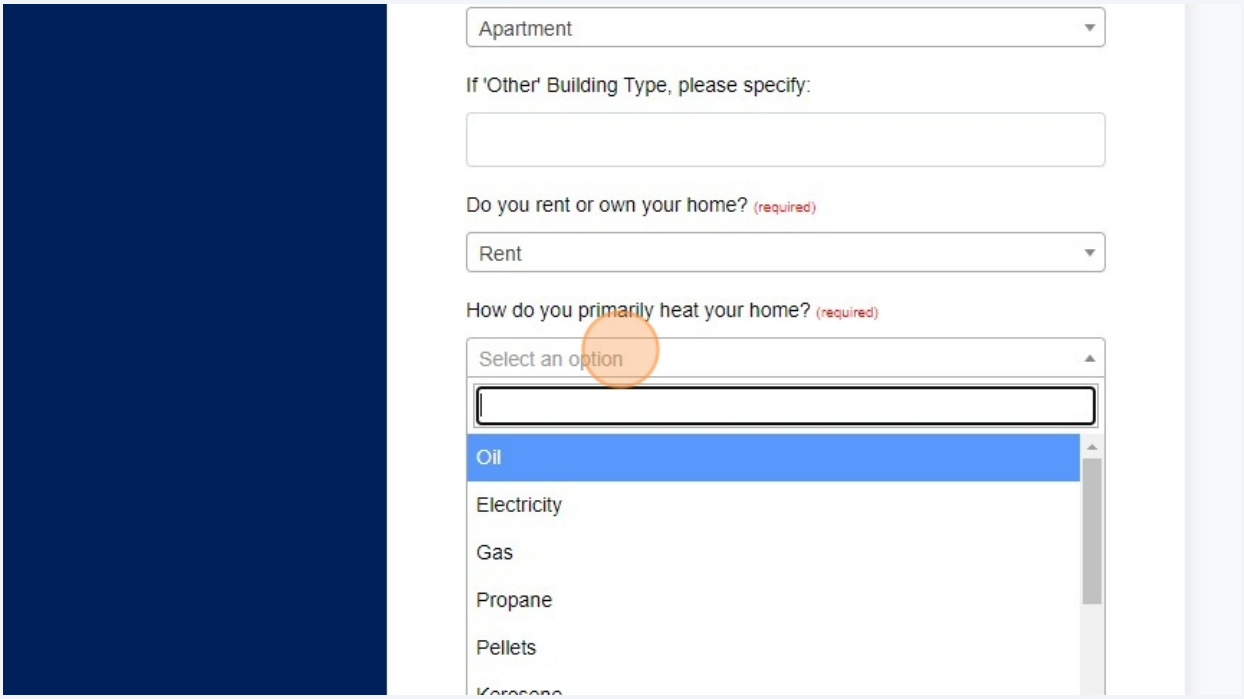
25 Select building type



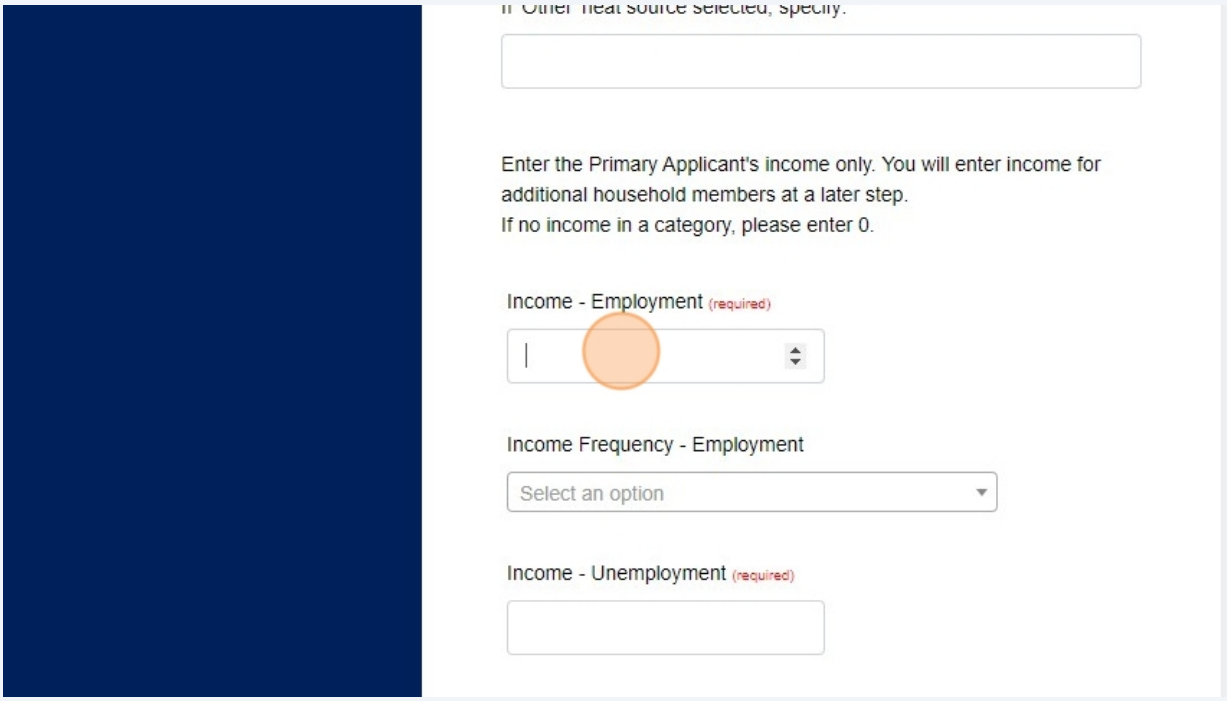
26 Select if you rent or own where you live.



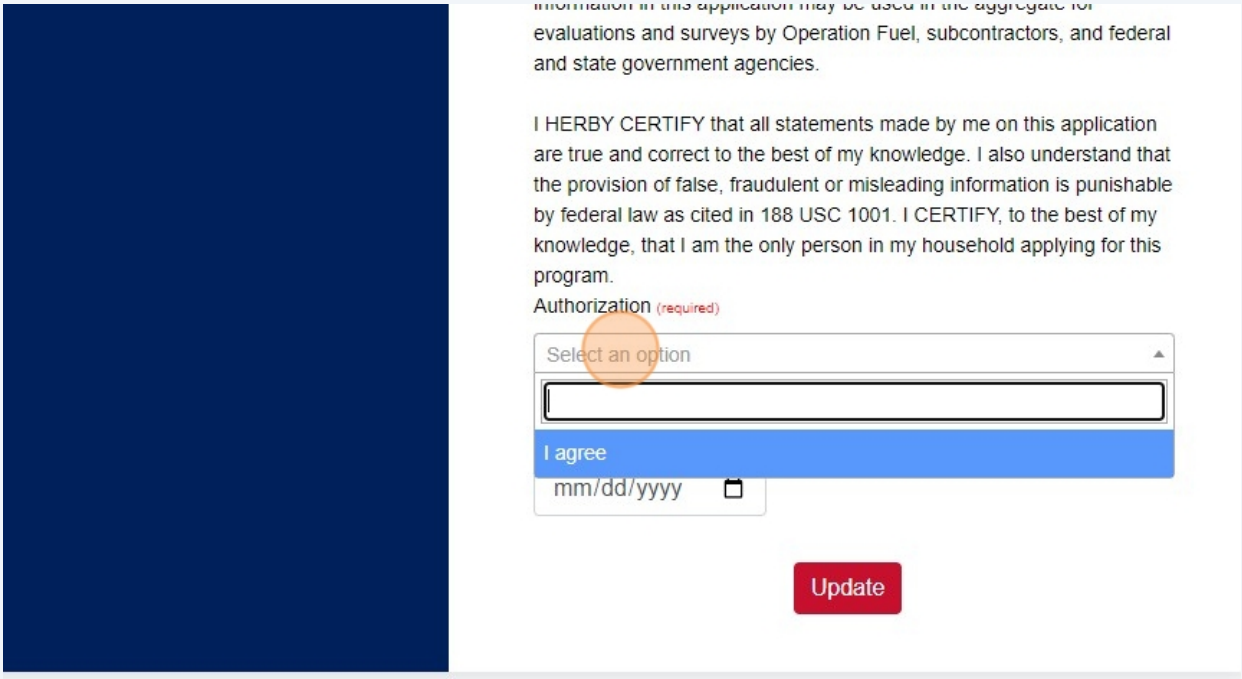
27 Select primary heating source for your home. *NOTE*: This may differ from the assistance you are requesting.



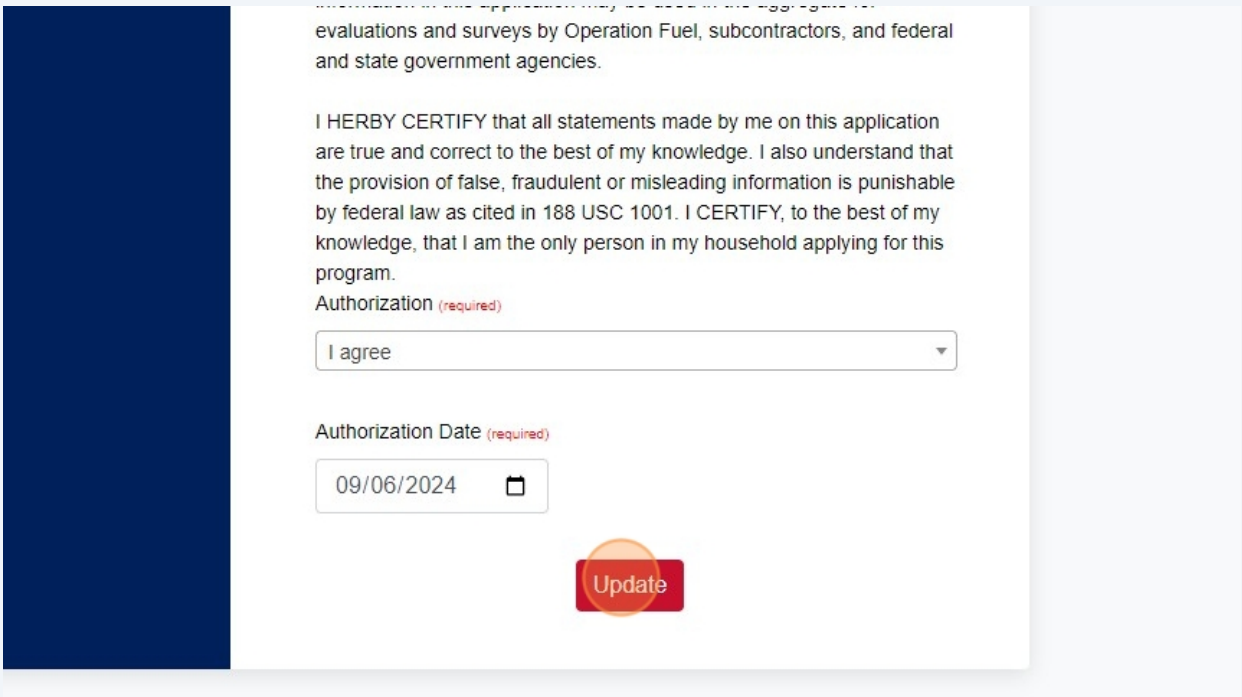
28 Enter all income received for primary applicant, including entering the dollar amount and the frequency. Enter "0" in other required income fields that do not apply to primary applicant's income. *NOTE*: Do not enter income for other household members at this step.



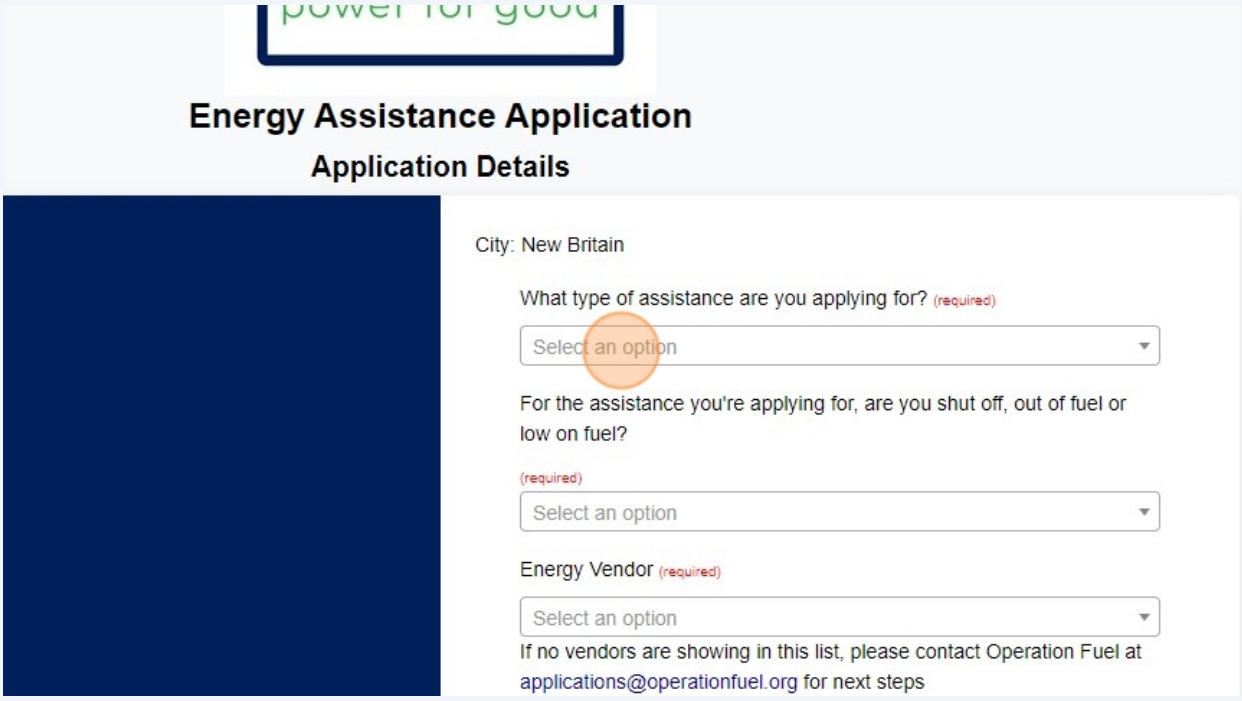
29 After carefully reading the authorization language, select "I agree".



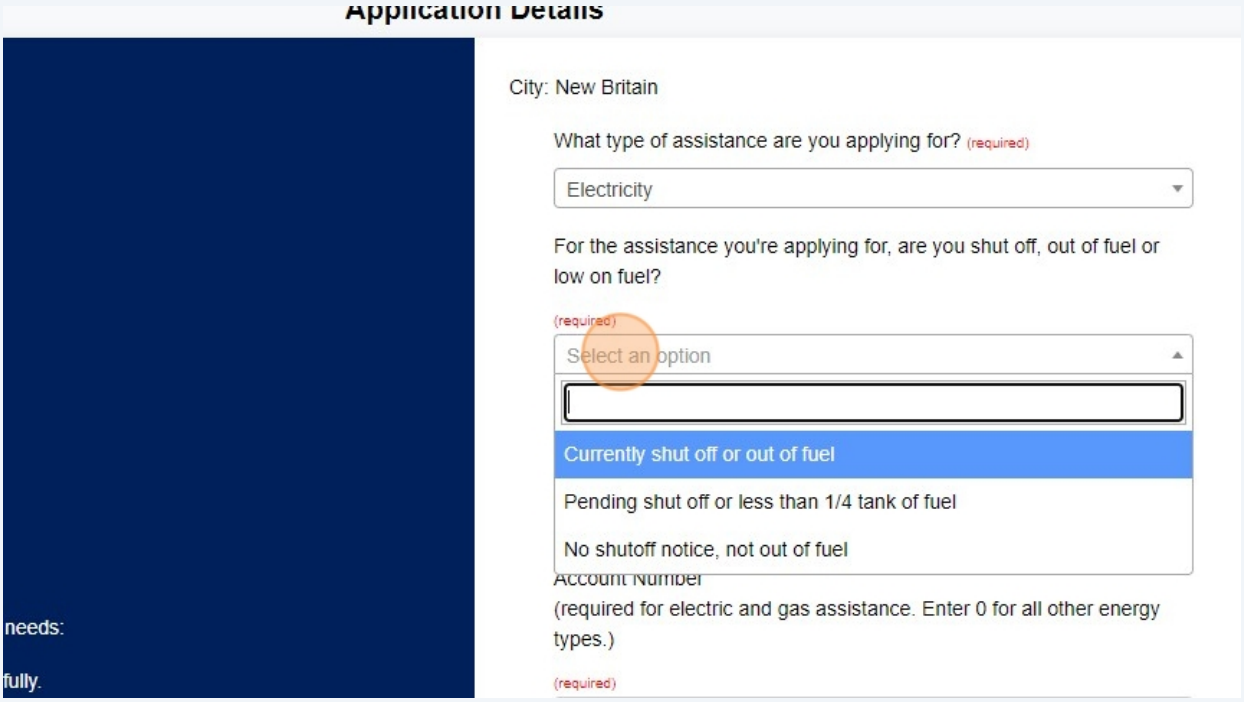
30 Click "Update"



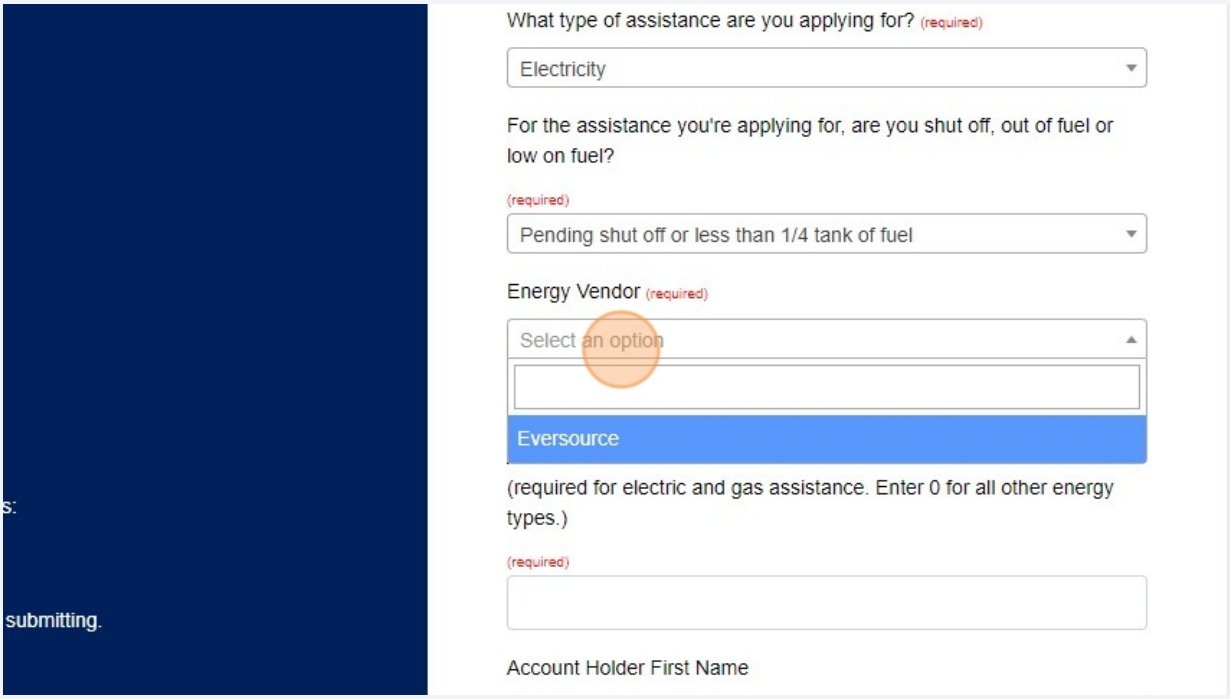
31 Choose the type of assistance you are applying for. (May differ from your primary heating source)



32 Select your current service status

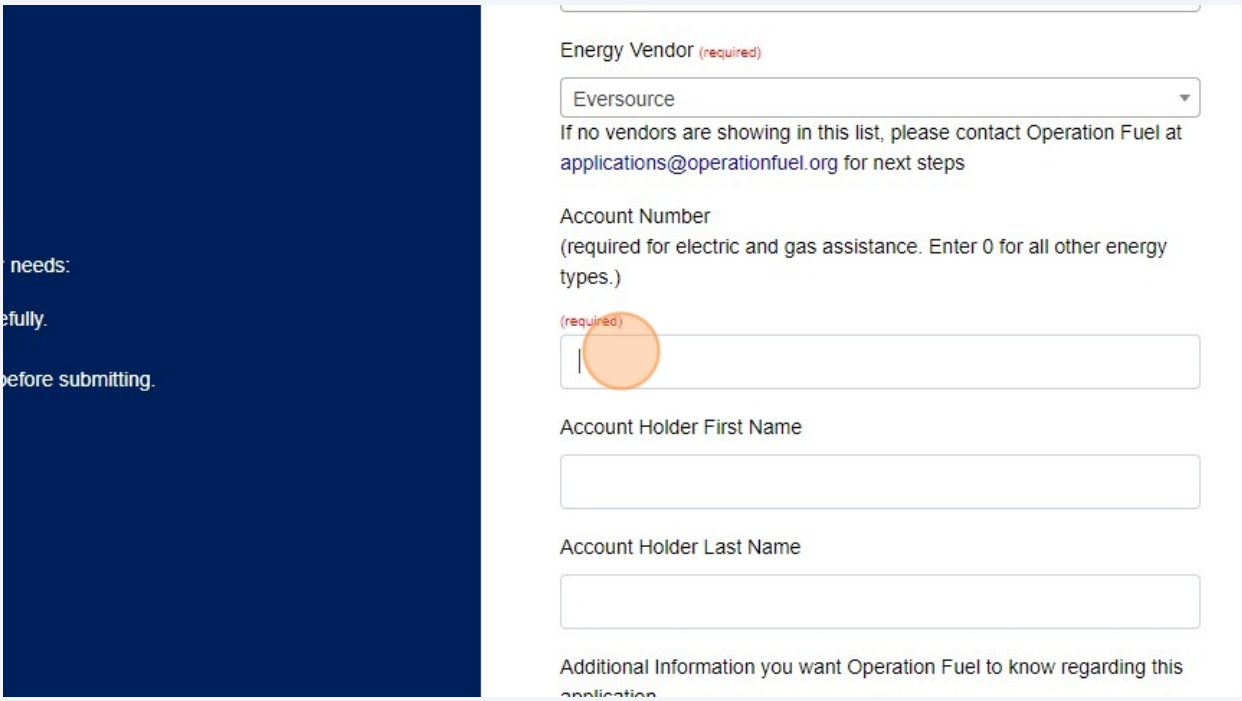


33 Select the utility/fuel company you'd like assistance with here. The list will populate based on your service address. If your vendor is not found in drop down, they may not participate with Operation Fuel. You can contact applications@operationfuel.org for further assistance.

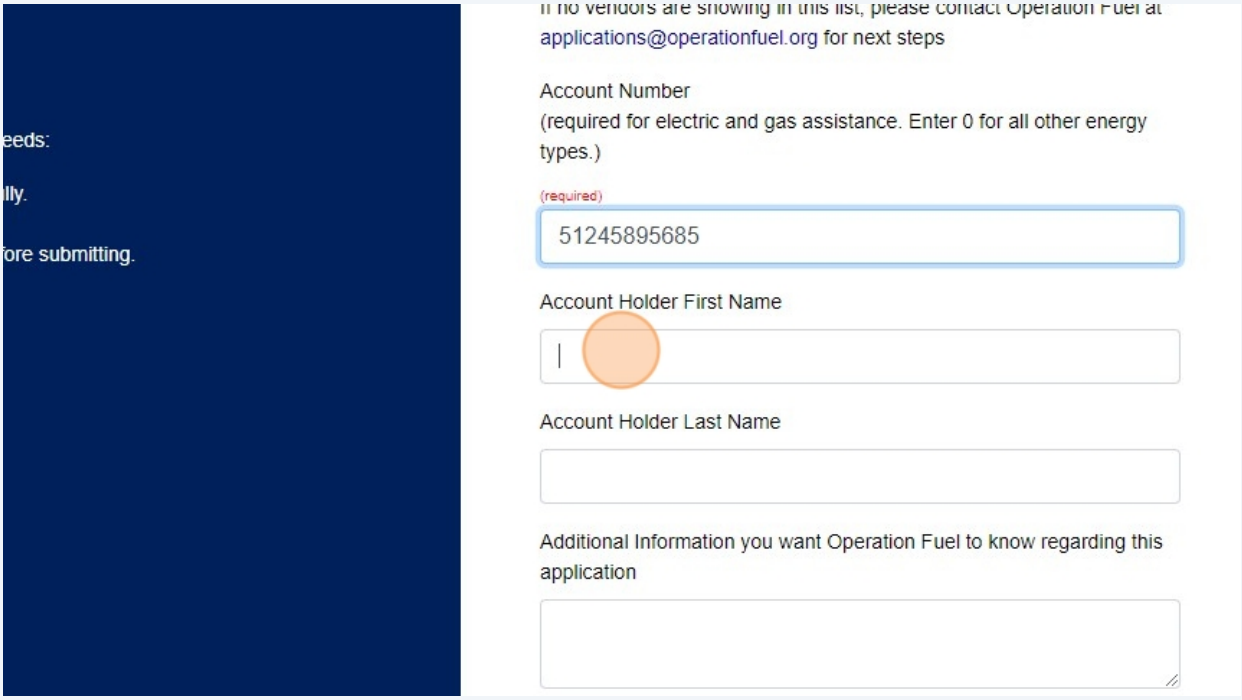


34 FOR GAS, ELECTRICITY, AND WATER ONLY: Enter account number for the company you'd like assistance with.

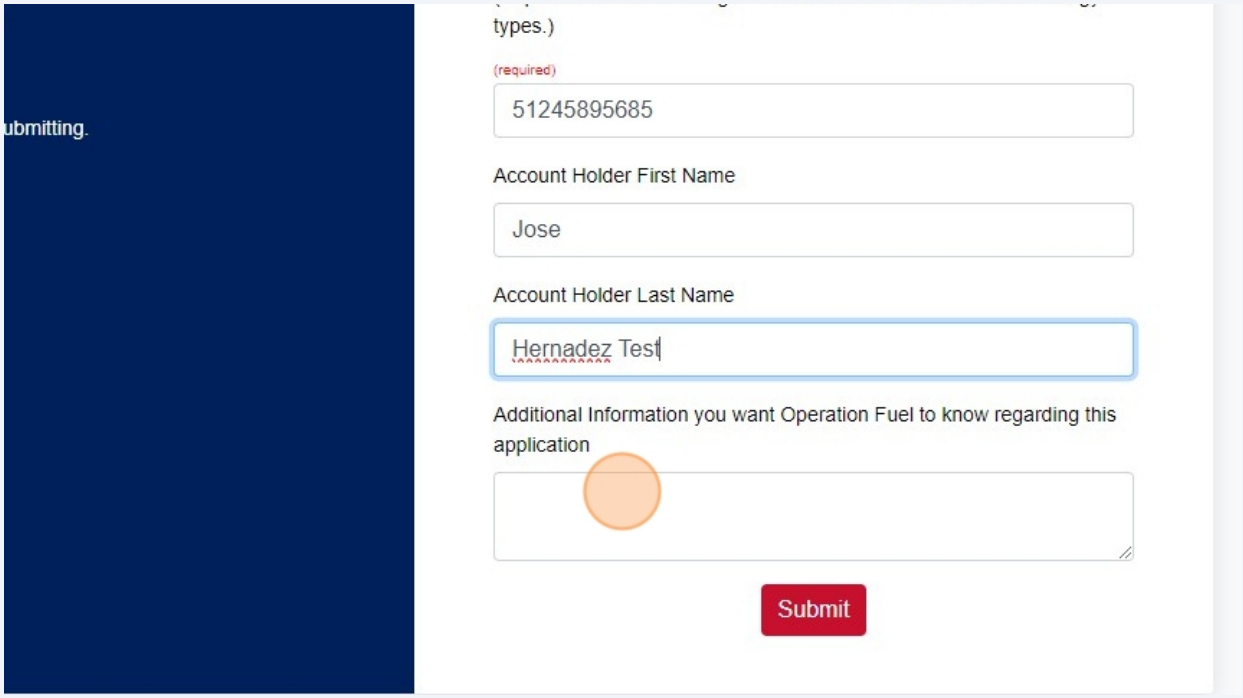
FOR DELIVERABLE FUELS: Enter "0" if no account number is applicable



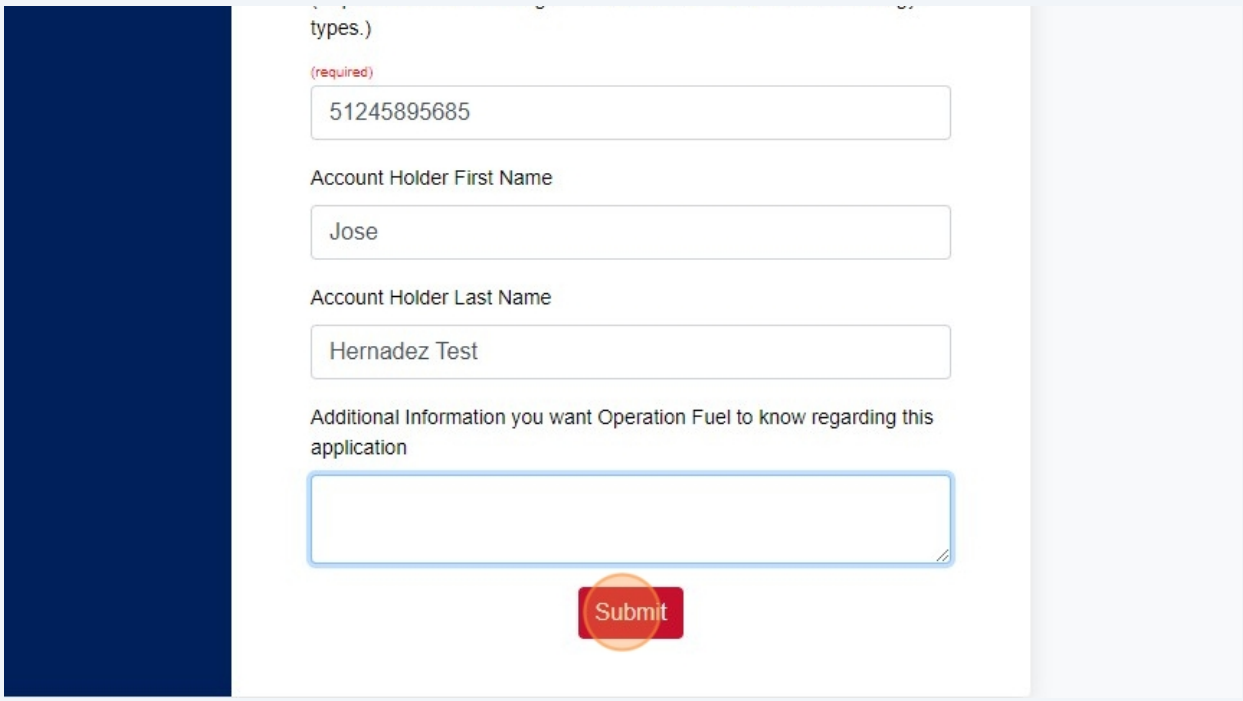
35 Complete the "Account Holder First Name" field. (If account holder is different from primary applicant, account holder must be listed as a household member on application)



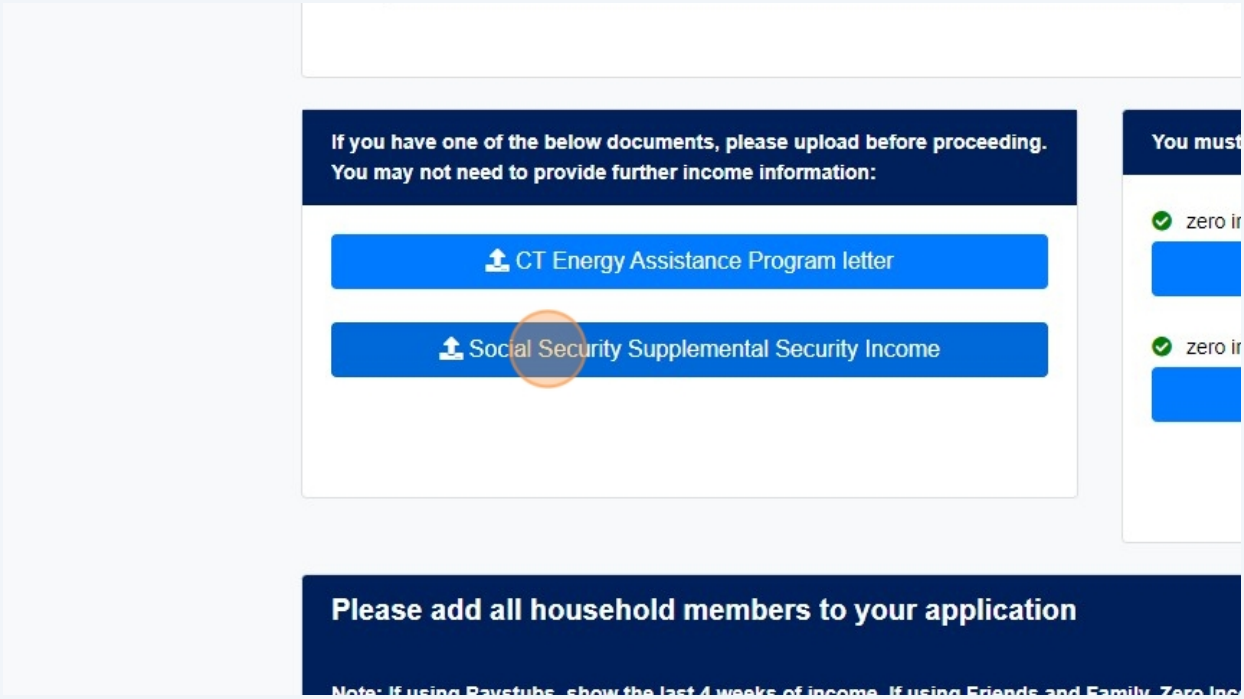
36 Enter any additional information you want Operation Fuel to know regarding this application in this field.



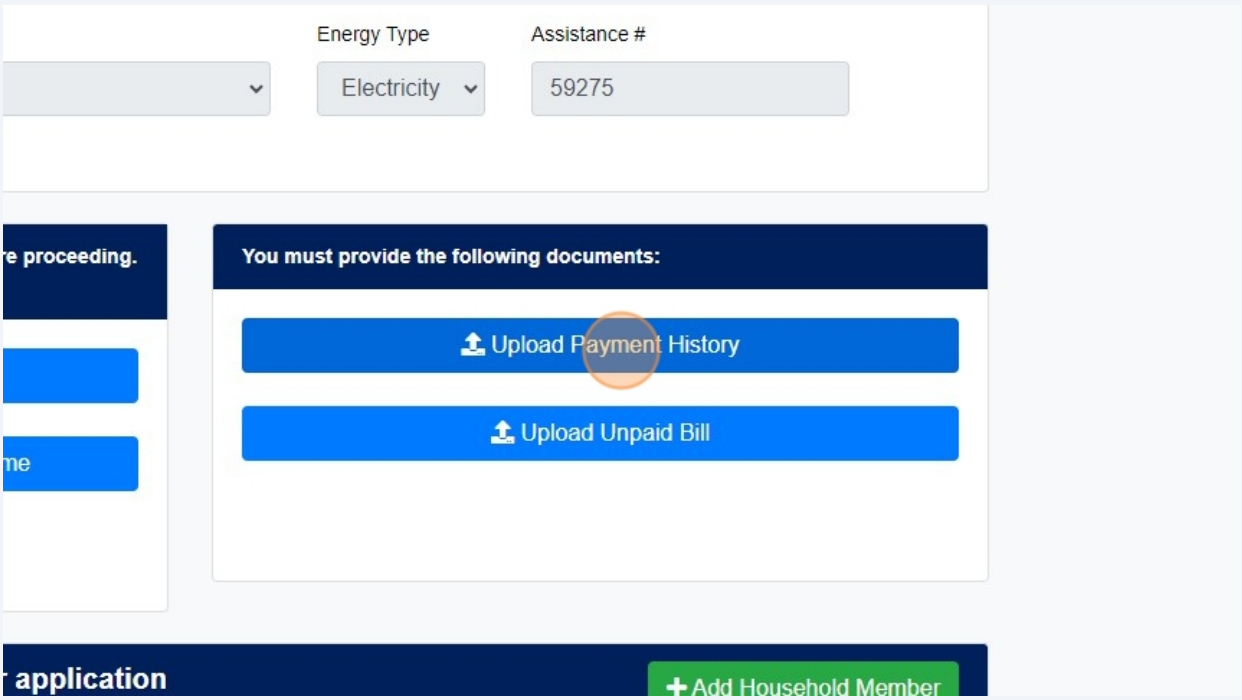
37 Click "Submit"



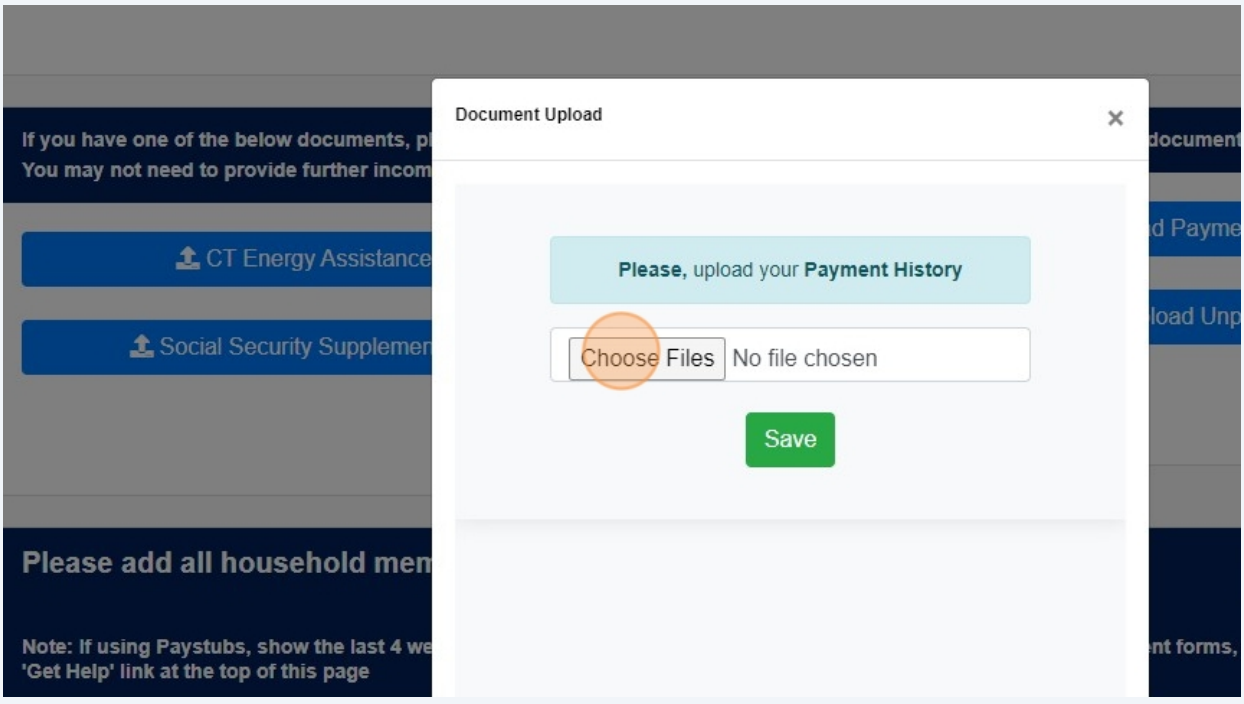
38 If any household member receives SSI or CEAP assistance, please upload those documents under the appropriate tab. If you upload *either* of these 2 documents, the household's income will be considered verified and no further income is needed to submit the application. *Note:* You will still need to provide a past due bill and payment history for electricity, water, and gas applications.



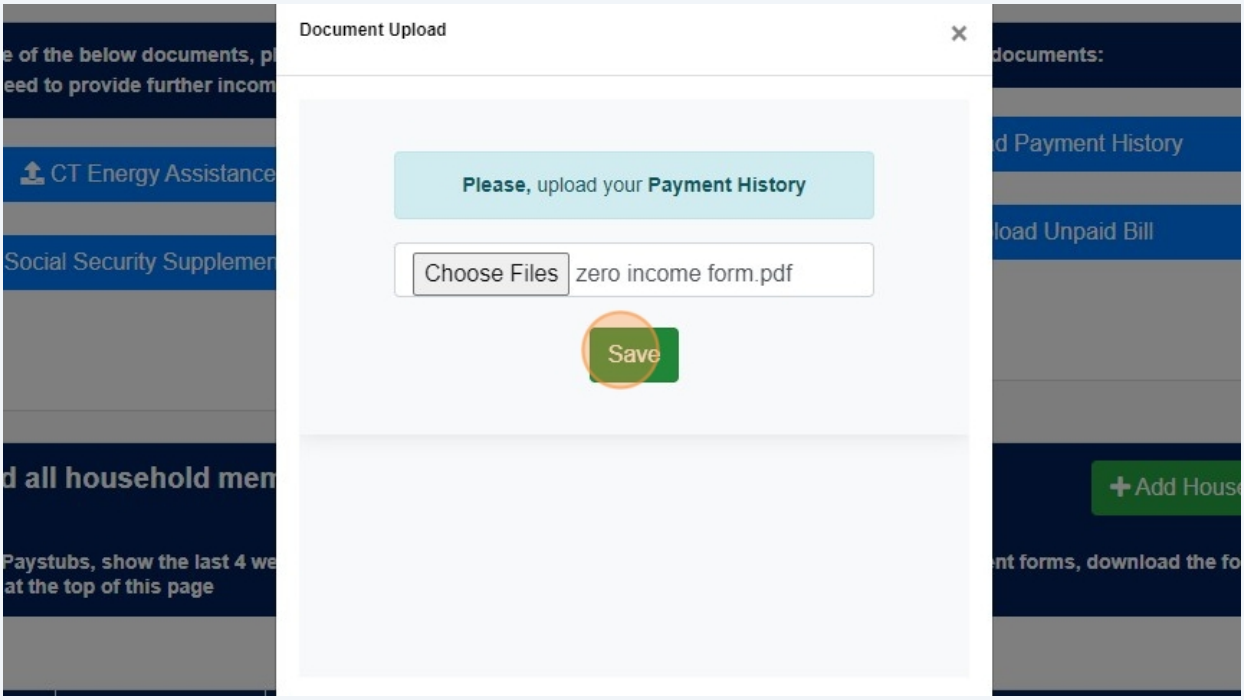
39 FOR GAS, ELECTRICITY, AND WATER ONLY: Upload Payment History (must show at least 4 payments in the last 12 months, except for Connecticut Water which only requires 2 payments in the last 12 months).



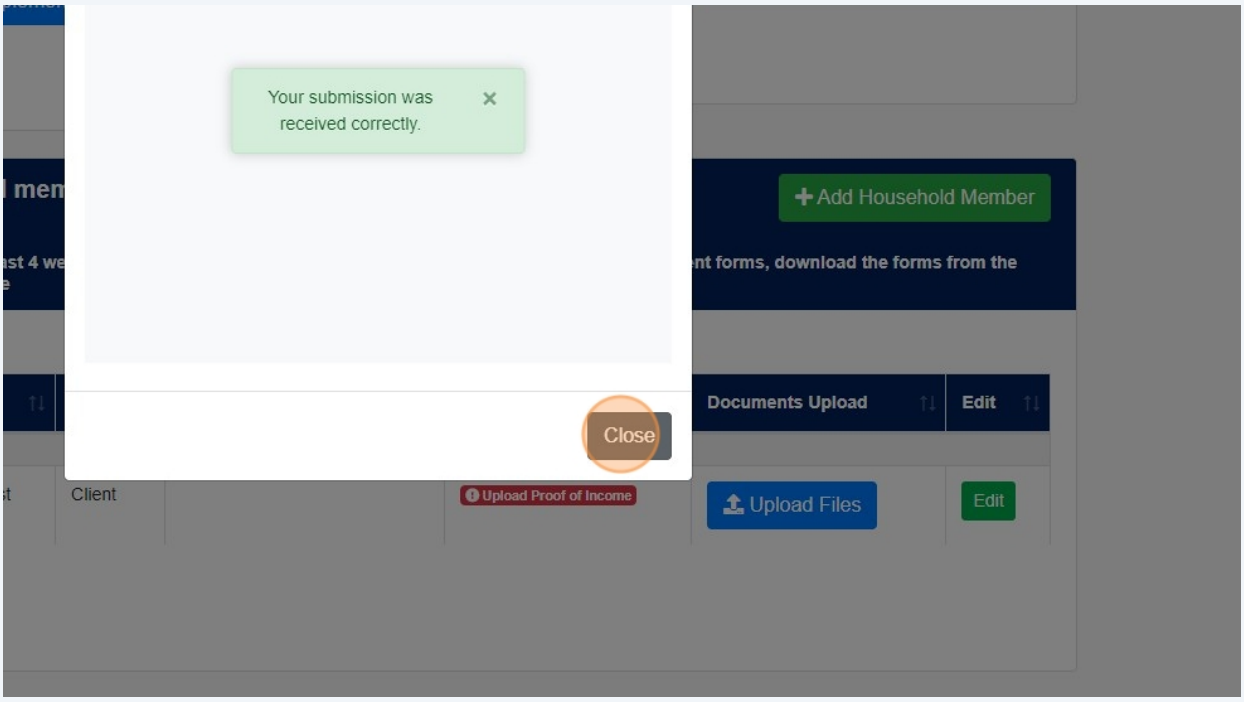
40 Select the "Choose files" button.



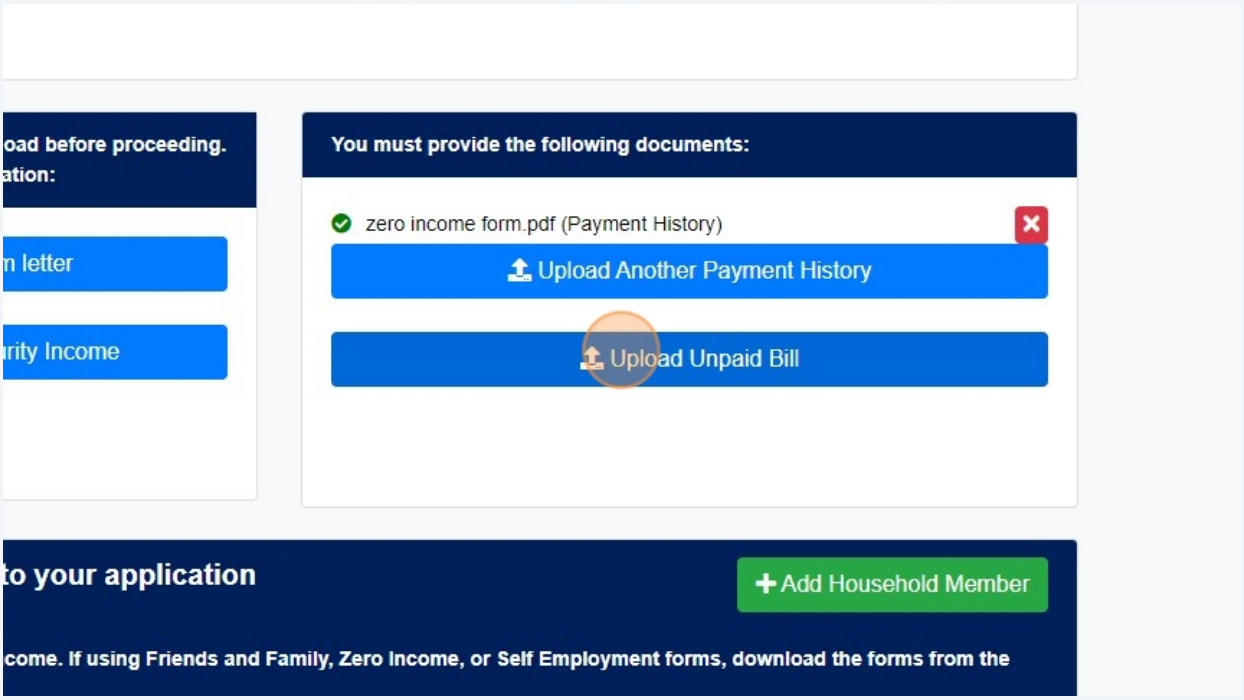
41 Once you choose your file, click "Save" button.



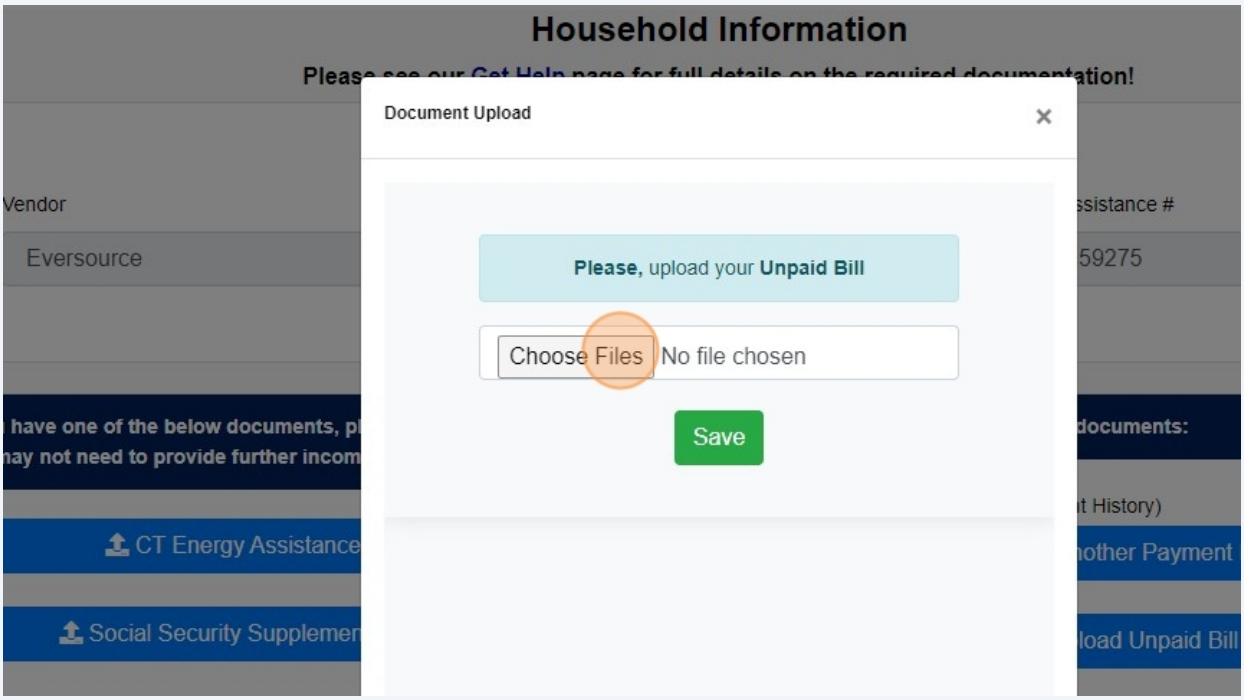
42 You will receive a green box if your upload was successful. Click "Close" after confirming. *Note:* **You can then click the blue "Upload Another..." button if you need to upload multiple files.**



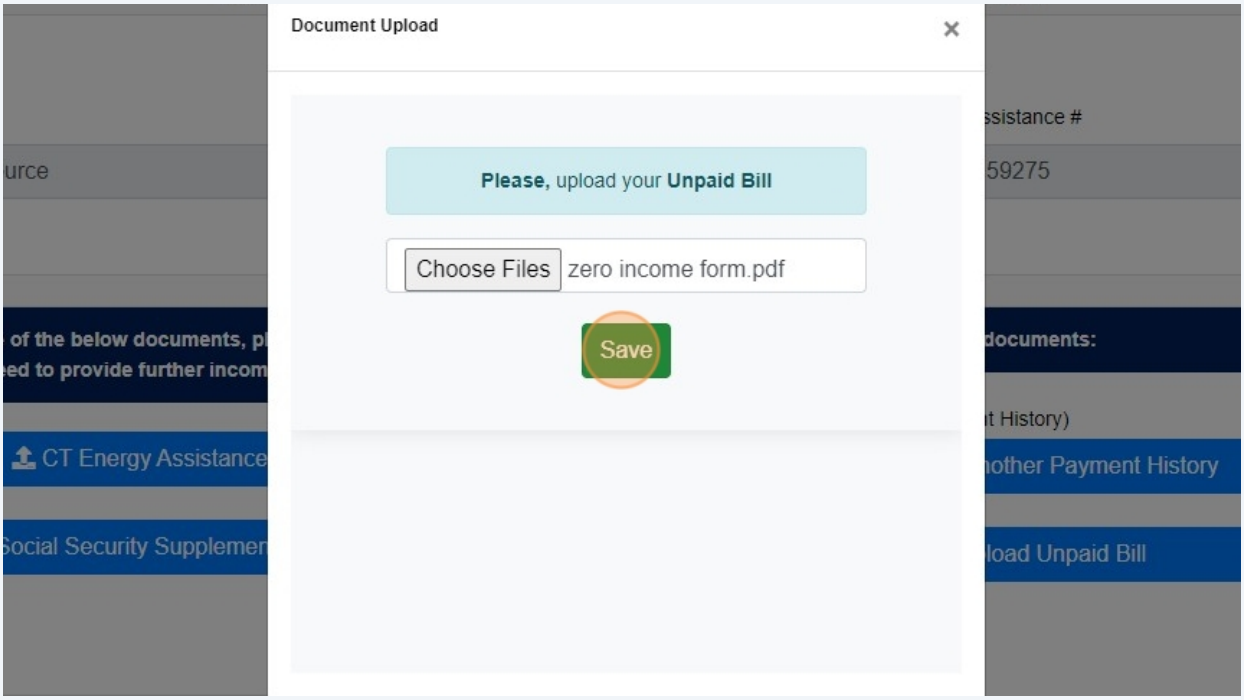
43 FOR GAS, ELECTRICITY, AND WATER ONLY: Select the "Upload Unpaid Bill" button. (Must upload a **past-due** bill here)



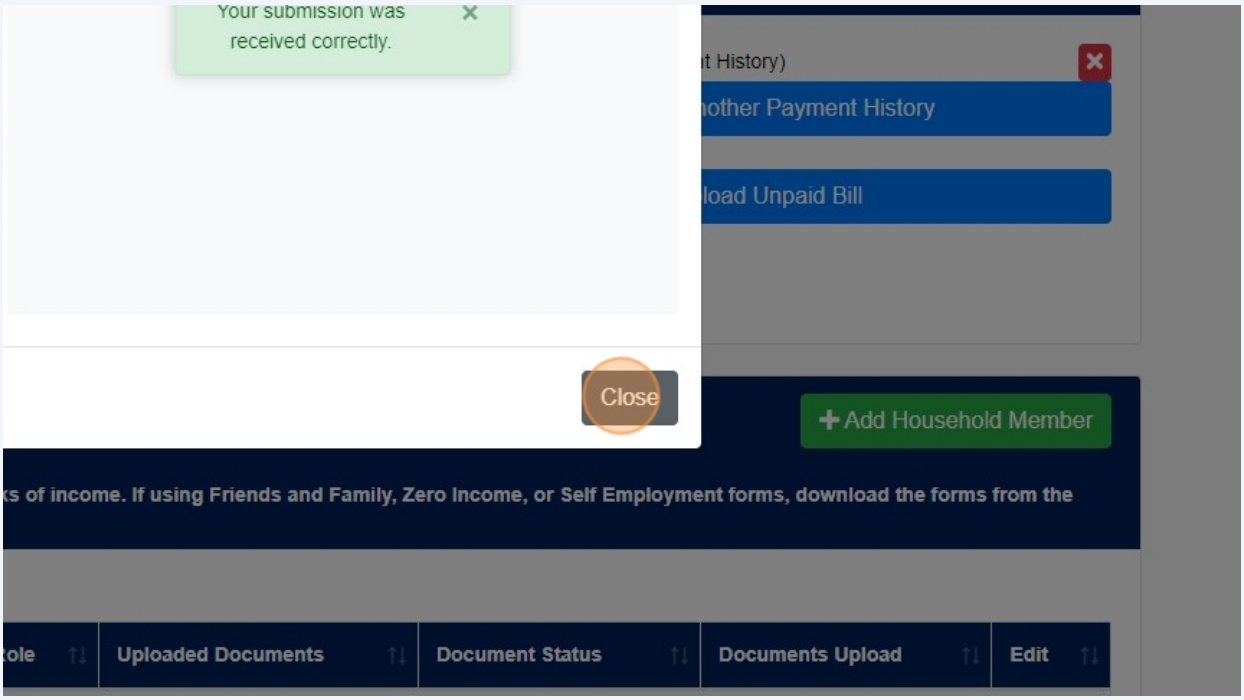
44 Select the "Choose files" button.



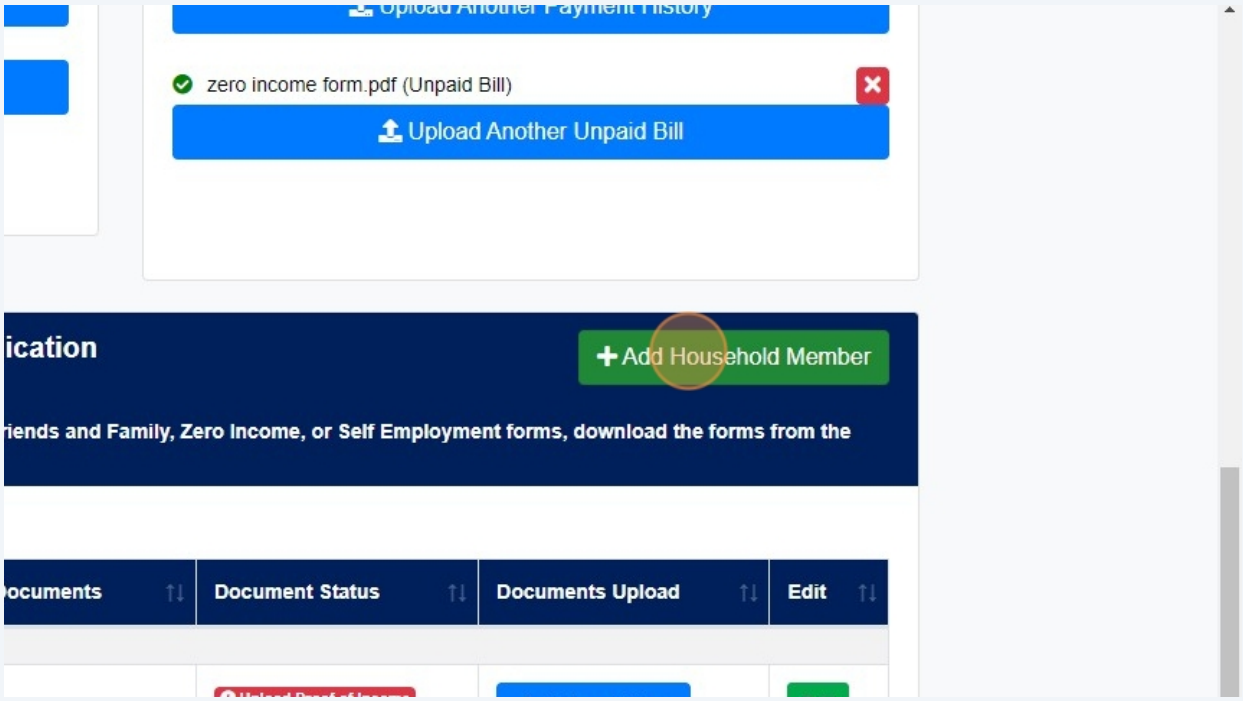
45 Once you choose your file, click "Save" button.



46 Click "Close"

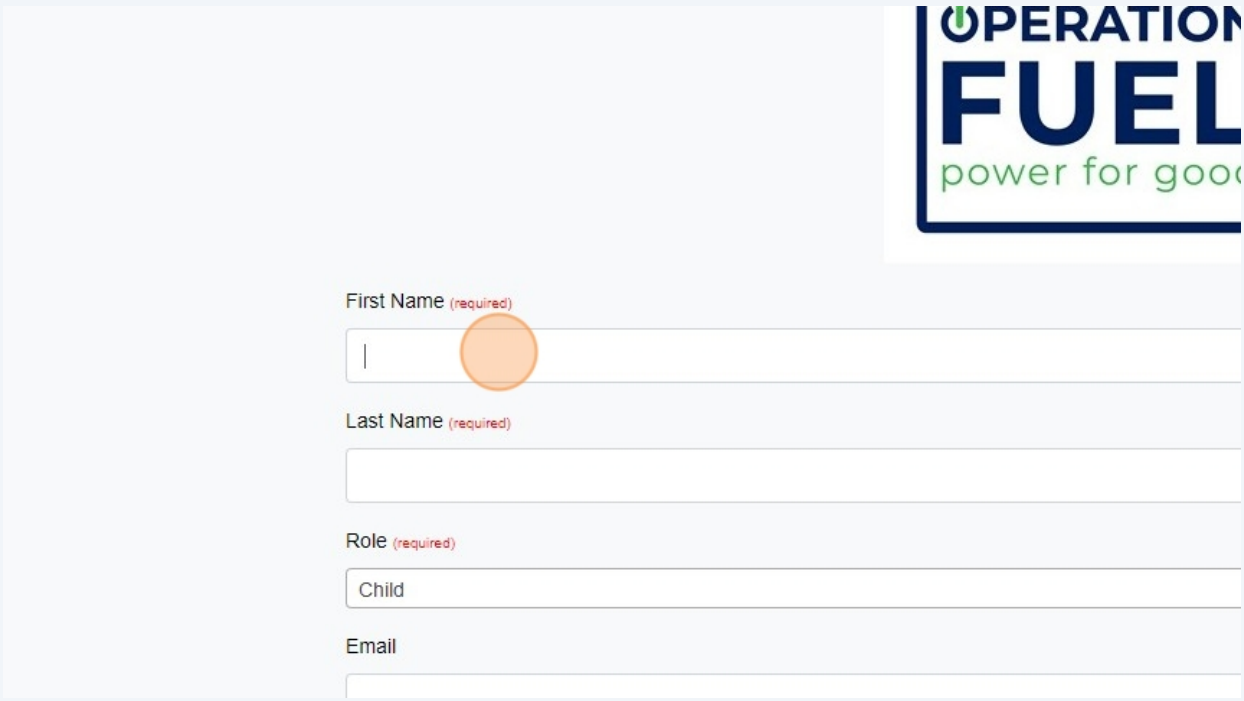


47 If there are any other people living in your home, please click "Add Household Member" to add additional household members. You will repeat the steps for adding a household member as many times as needed to capture all the people living in your home full-time.

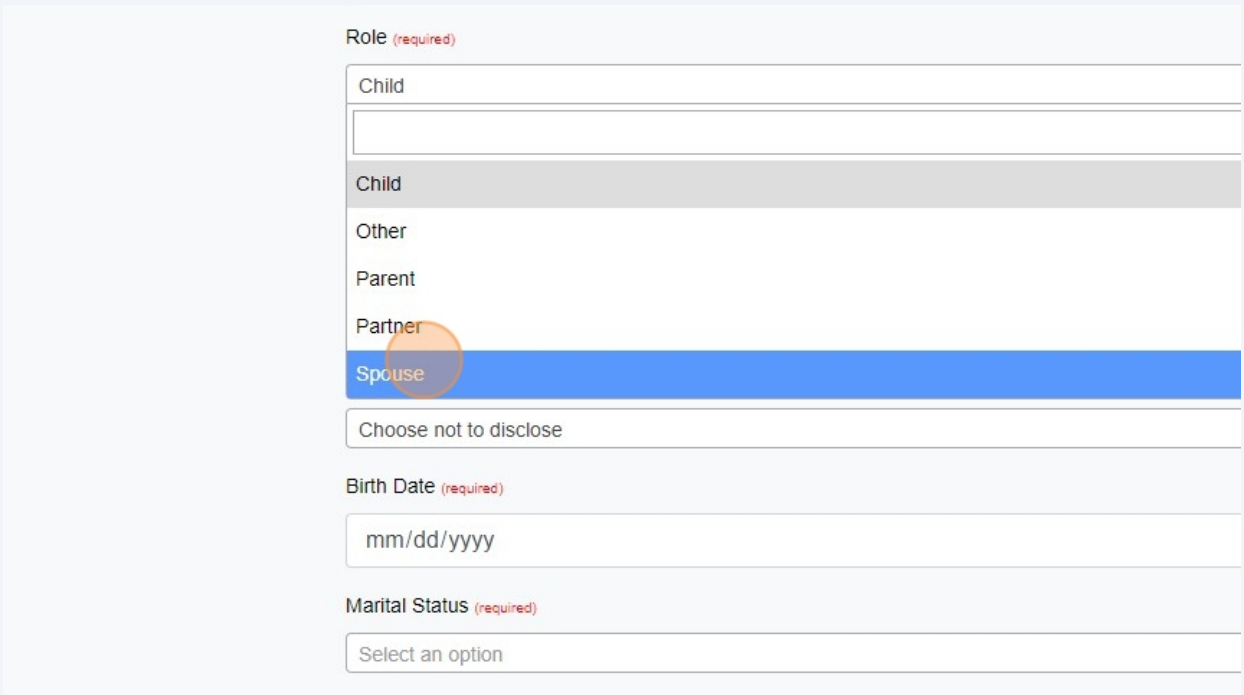


⚠ Failure to add all household members could result in you being denied for being over the income limits since they are based on household size.

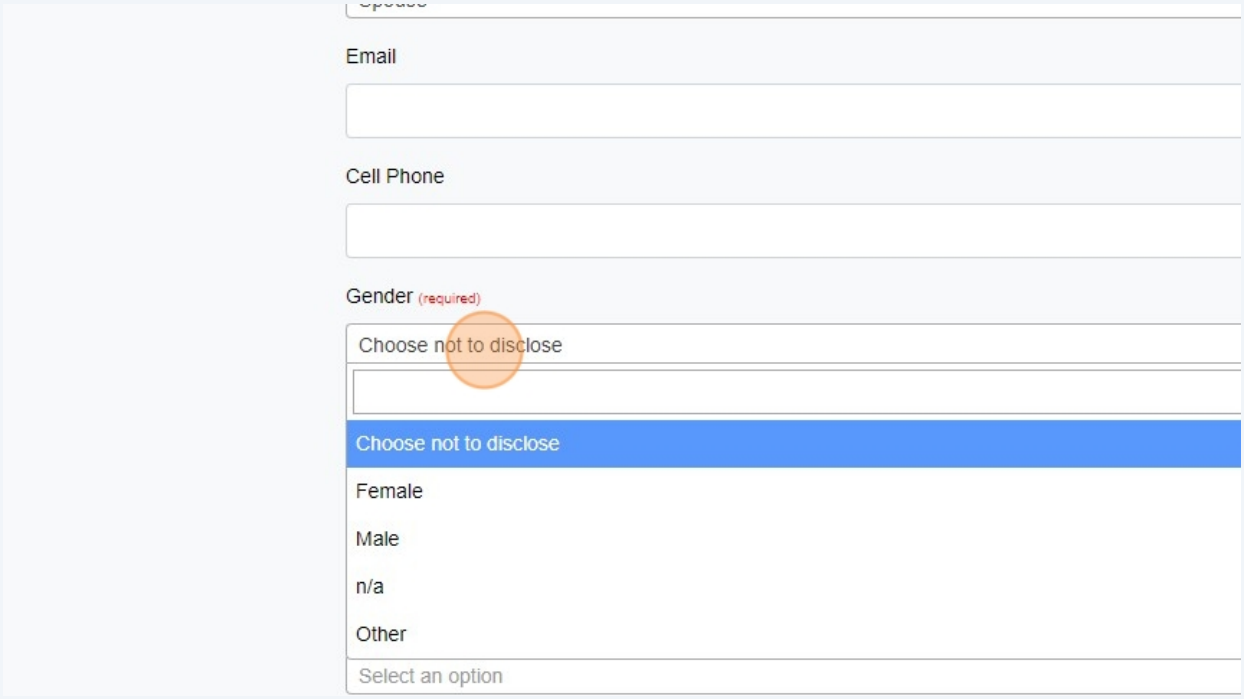
48 Complete all the required fields for the household member you are adding.



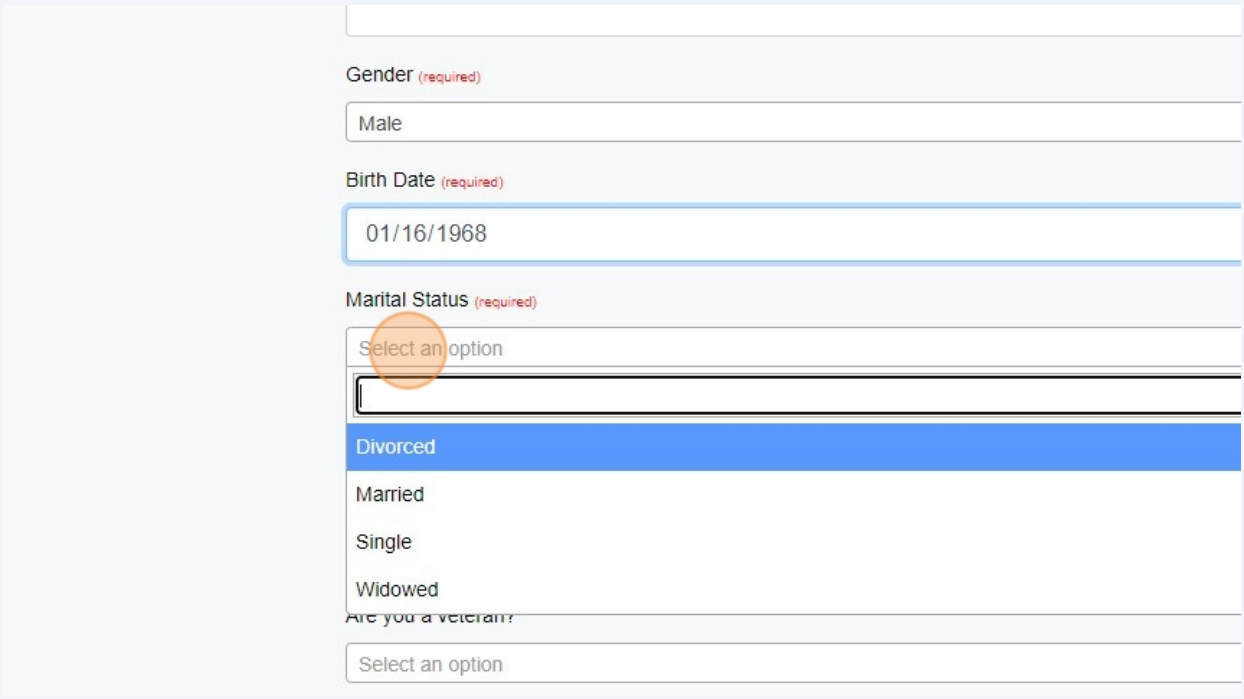
49 Select the role of the household member from the drop down.



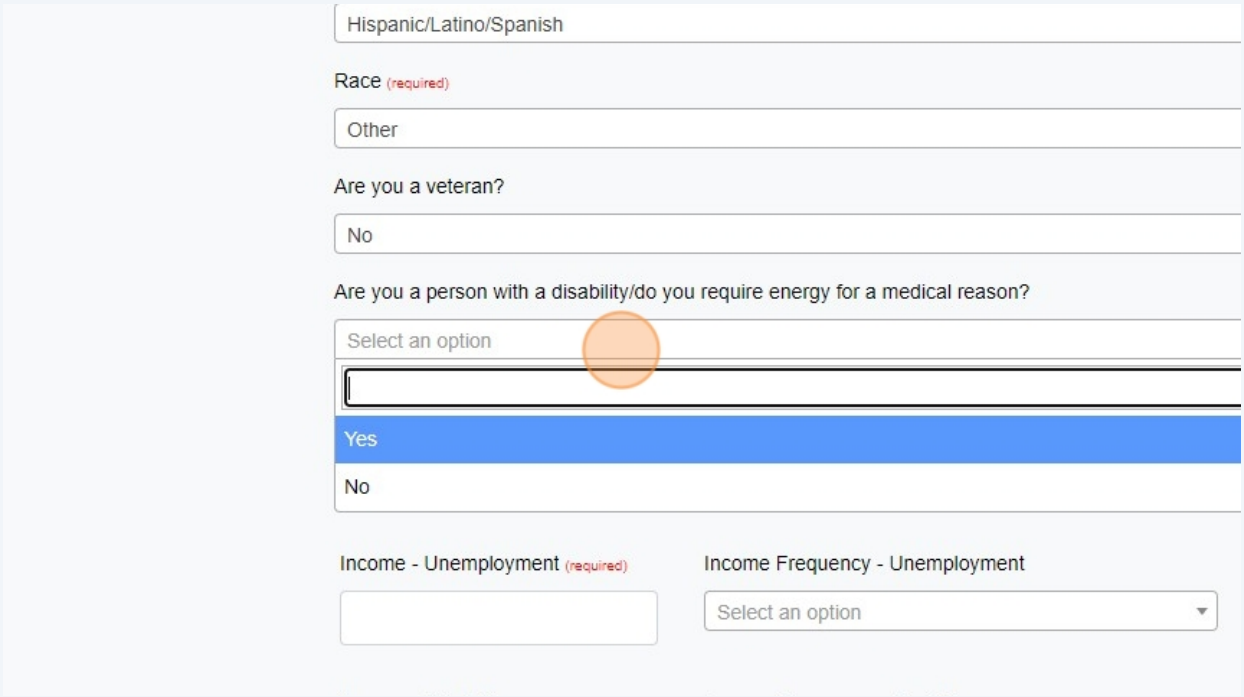
50 Select the gender for the household member



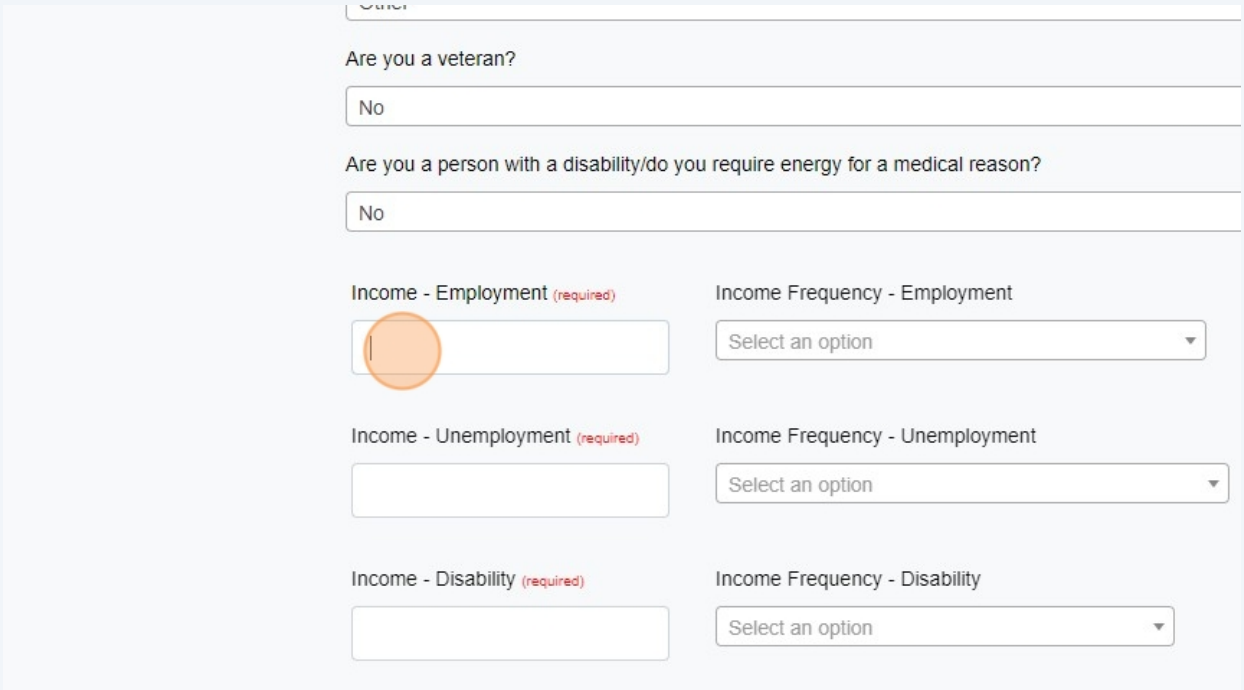
51 Select marital status from drop down for the household member



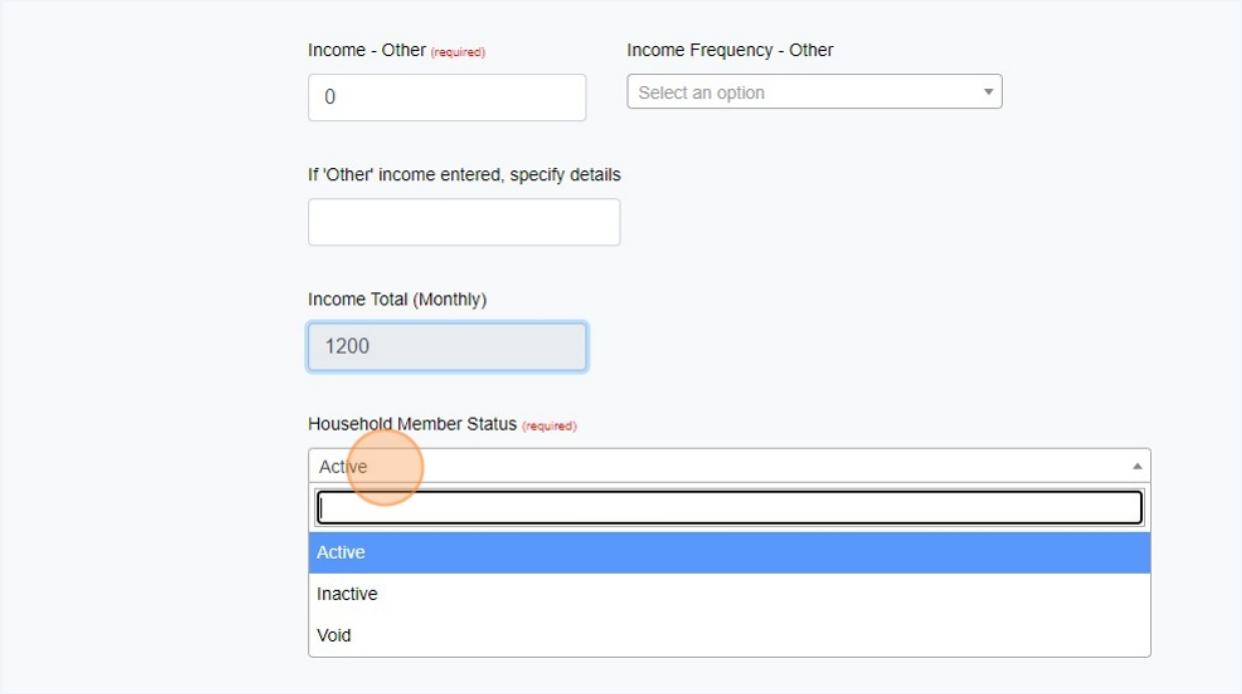
52 Answer disability question for the household member



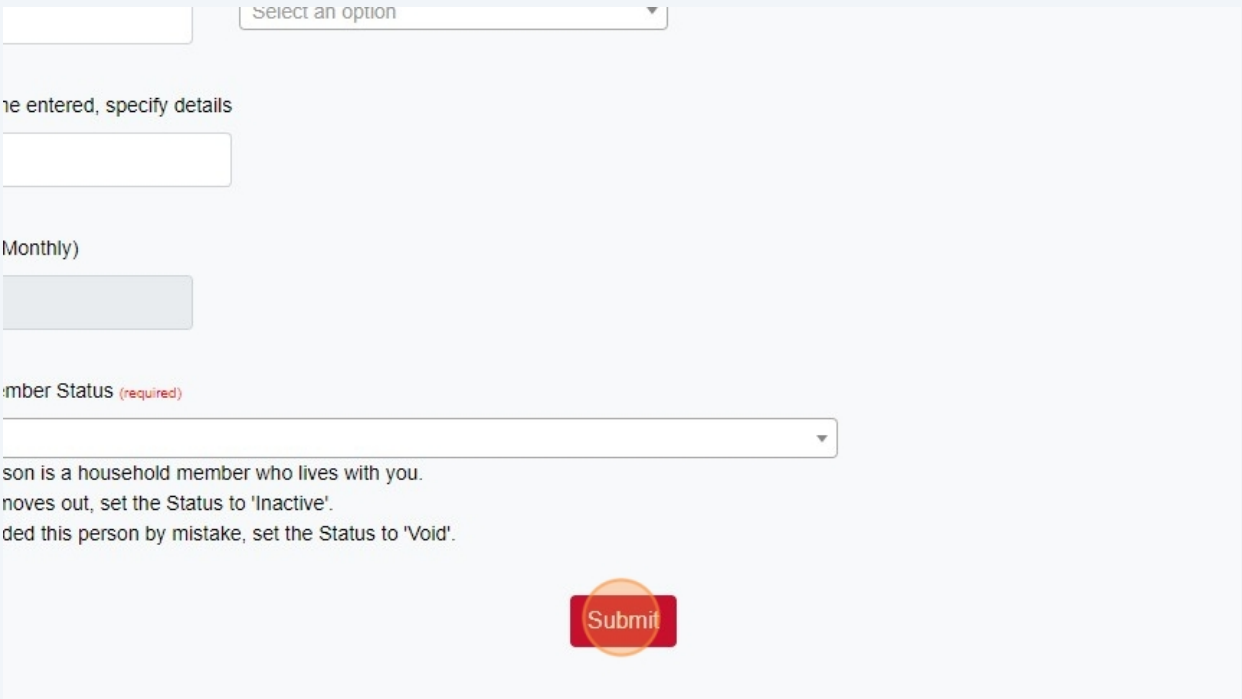
53 For this household member - complete all income and income frequency (ex: weekly, biweekly) for the income type. Enter "0" for all the other income types that do not apply.



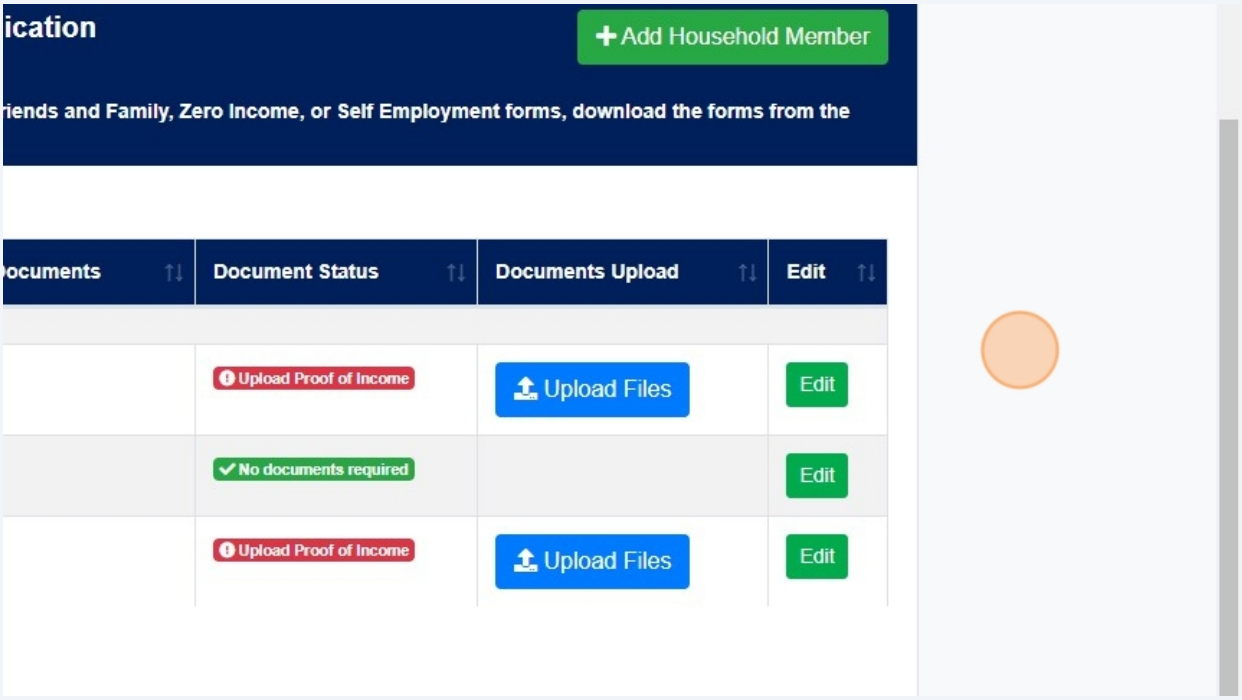
54 IMPORTANT - Select "Active" status. If you are editing a household member who is already there and they no longer live with you, set them to "Void" to ensure they don't affect the income calculations.



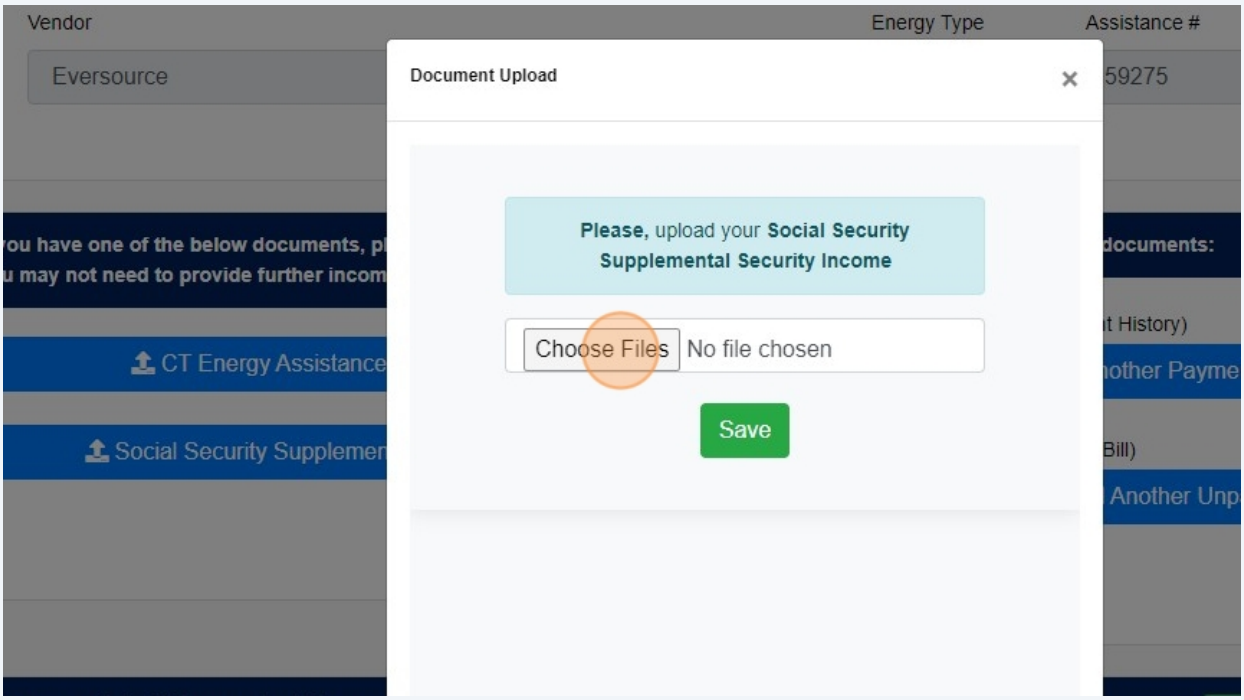
55 Click "Submit"



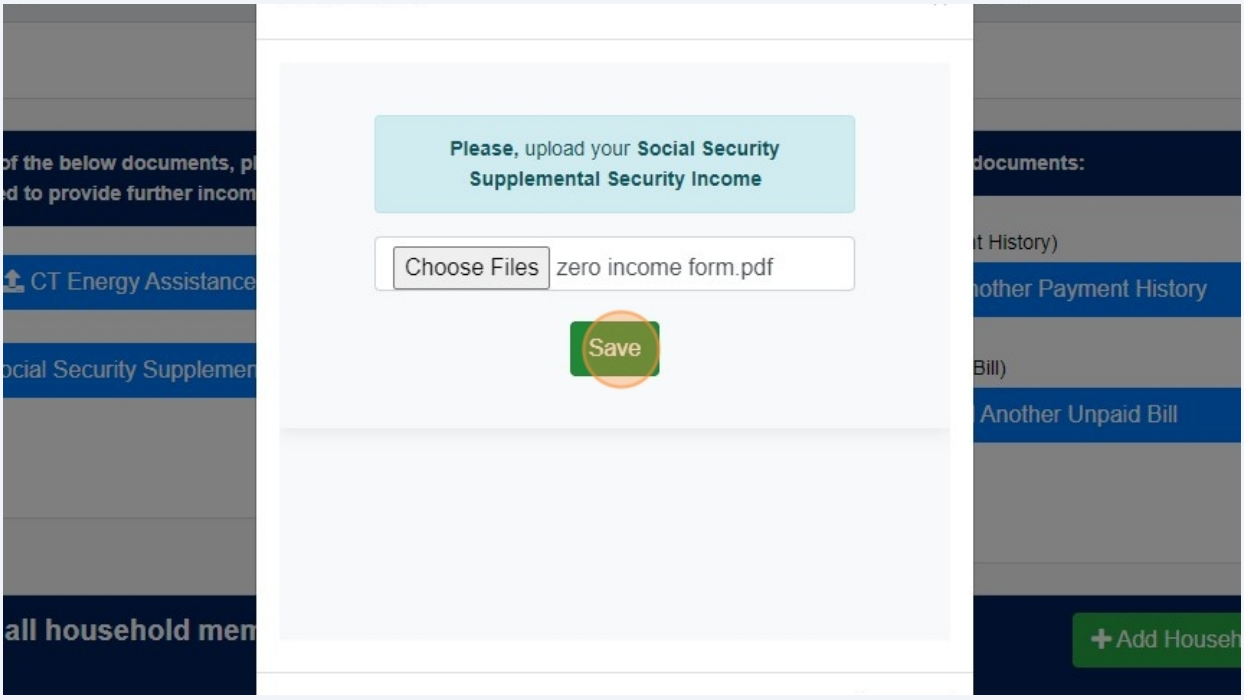
56 If you do not have a current SSSI or CEAP assistance letters, please click the blue button on each row to upload individual income documents for the primary applicant and any additional household member(s) age 21 or older based on the document status (see below). Any additional documents required will show in red. Document status will change to green when successfully uploaded.



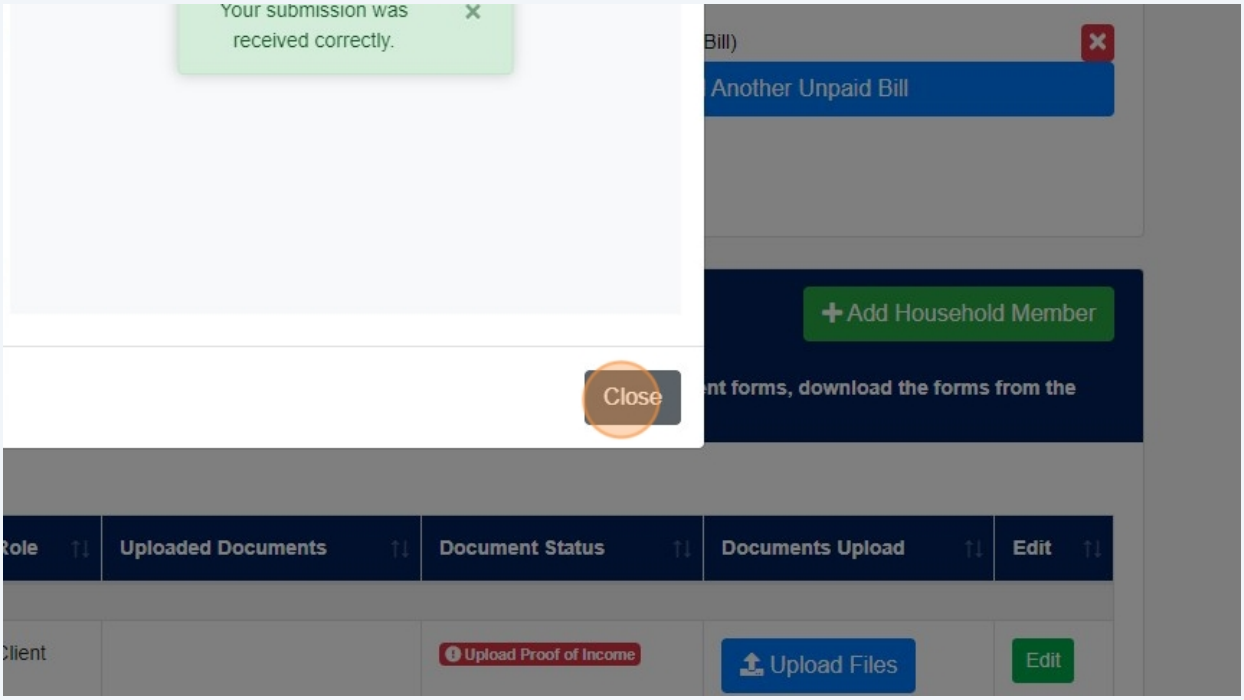
57 Select the "choose files" field.



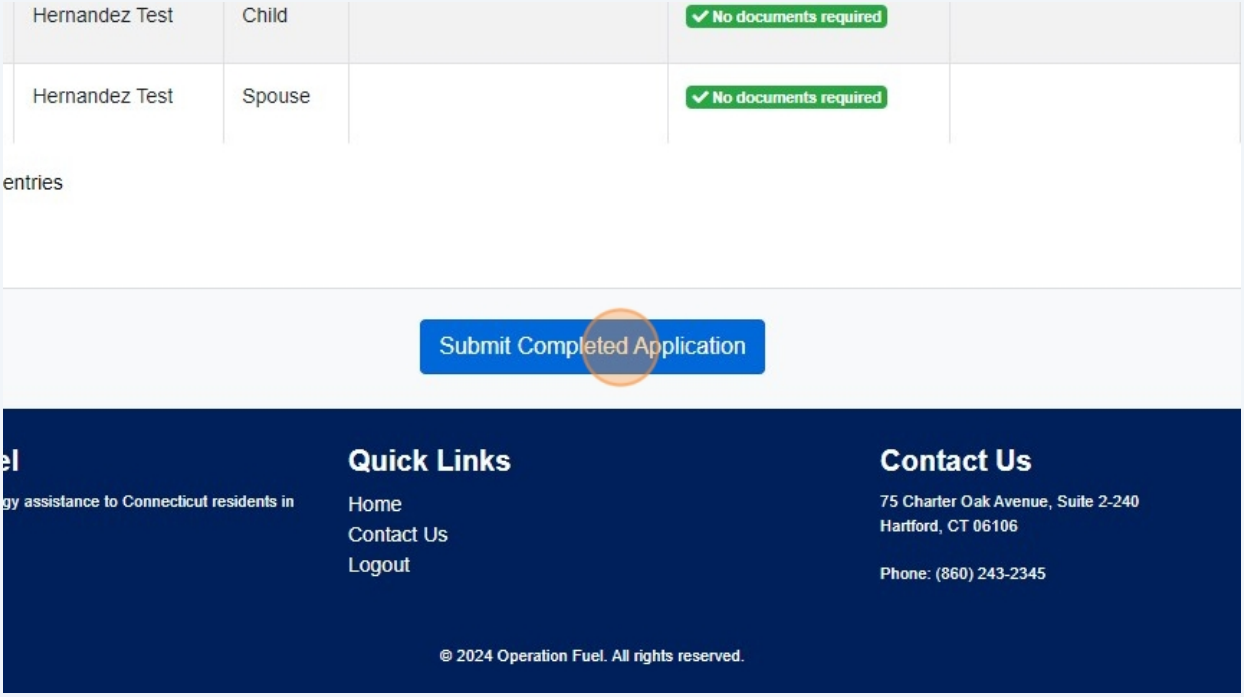
58 Once document has been uploaded, click "Save" button.



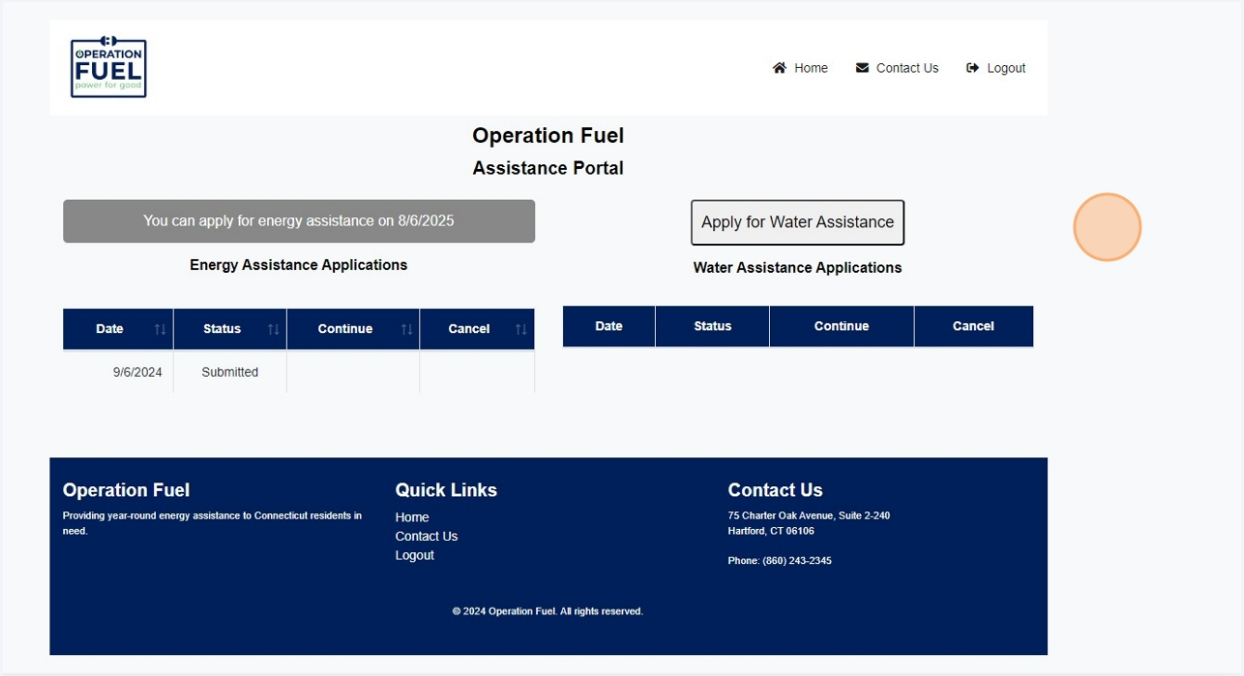
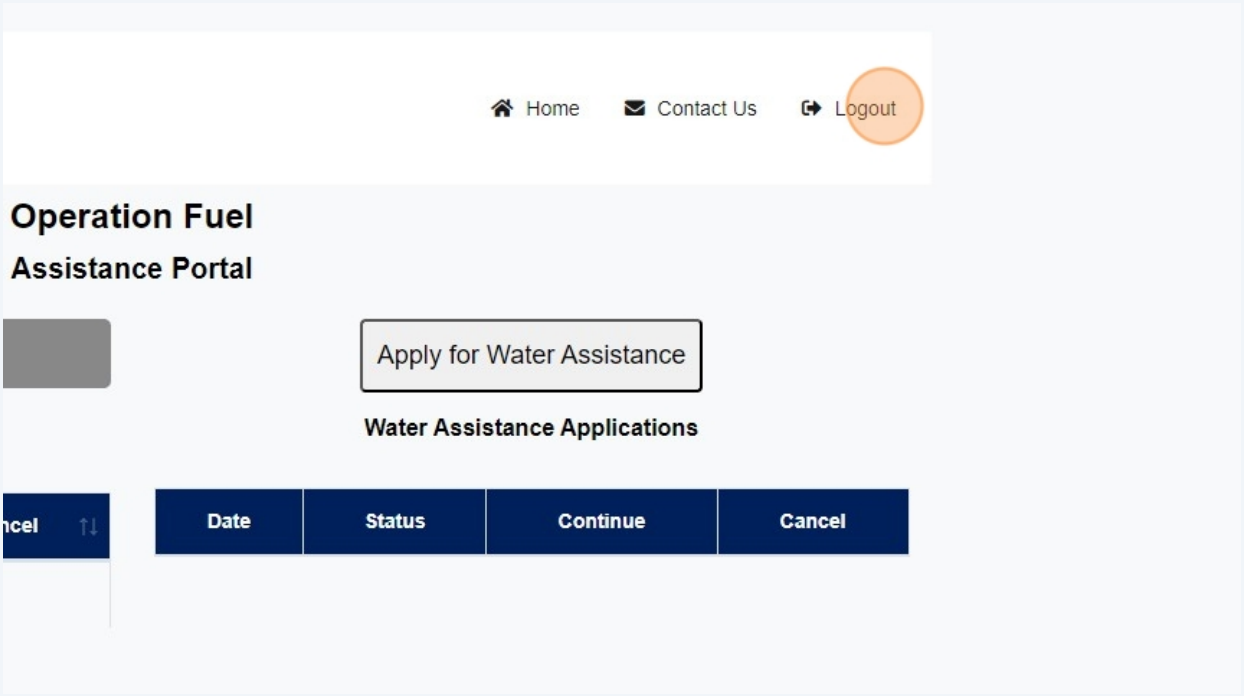
59 Click "Close"



60 Click "Submit Completed Application" If the submit button does not appear you may be missing a document in the section above or on a prior page. If you believe you have uploaded all required documents and still do not have a Submit button, please contact applications@operationfuel.org.



61 You have completed the process of submitting your application.



62 Click "Logout"