**August 2, 2021**

Dear Utility Vendors,

This letter is to provide information about the Vermont Emergency Rental Assistance Program (VERAP-U) administered by the Department of Public Service (PSD).

VERAP-U provides utility bill assistance for up to 12 months, per utility type, or a maximum household benefit of $10,000.00 for eligible residential renters in Vermont.

**Getting Started:**

Login/register in the Owner Portal located at: <HTTPS://verapownerportal.reframeassist.io/#/auth/login>

**· Use the exact name on your W-9**

**· Enter 9999 as your Tax ID**

Once logged in, go to the Unit Certifications item in the left-hand navigation menu. This is where you will request payments and upload documents. The VERAP Caseworker will review your request and will authorize payments.

You must provide your **W9** and **Direct Deposit** (ACH) information, please visit the following link at [***W9 and Direct Deposit Form - Department of Public Service (vtutilityhelp.com)***](https://vtutilityhelp.com/w9-direct-deposit-form/)***. \*\*If you have provided this information in the past 12 months you do not need to provide it again unless there has been a change.***

**Informational Links:**

Utility Vendor Instructions: [Utility-Vendor-Walkthrough.pdf (vtutilityhelp.com)](https://vtutilityhelp.com/wp-content/uploads/2021/07/Utility-Vendor-Walkthrough.pdf)

Utility Vendor Training Recording: [Help with Utility Bills For Renters - Department of Public Service](https://vtutilityhelp.com?wvideo=4xqfn3b68p)

VERAP-U Website with FAQ’s: [Help with Utility Bills For Renters - Department of Public Service (vtutilityhelp.com)](https://vtutilityhelp.com/)

**VERAP-U Vendor Certified Applications Amounts by Utility Type (as of 7/29/2021):**



The **Vermont Emergency Rental Assistance Call Center** at **833-488-3727 (833-4VT-ERAP)** is available to assist both utility companies and residential renters with any questions. The center is open from 8:30 am to 7:00 pm, Monday through Friday, and 9:00 am to 1:00 pm on Saturday.

Your continued participation, questions, and feedback are helping make this program stronger and supporting the best VERAP-U assistance for the residential renters in Vermont. We look forward to hearing from you, at our new dedicated e-mail [psd.utilityassistance@vermont.gov](mailto:psd.utilityassistance@vermont.gov).

**Tracy Collier and Annette Steinhardt**

**Vermont Department of Public Service**

Vermont Emergency Rental Assistance Program – Utilities (VERAP-U)