

Home Energy Assistance Program

Vendor Training for PY2024



Presented by:
MaineHousing
Energy and Housing Services Department
September 20 & 28, 2023



MaineHousing
MAINE STATE HOUSING AUTHORITY

Agenda Overview



Topic	Presenter
Welcome and Agenda Overview	Lori McPherson
HEAP Overview	Lori McPherson
Use of Benefits	Lori McPherson
Fuel Pricing	Lori McPherson
Consumer Home Heating Rights	Mercedes Knowles
TANF Supplemental Benefits	Mercedes Knowles
Recordkeeping	Lori McPherson
Annual Consumption Reporting	Emily Sparrow
Benefits and Payments	Emily Sparrow
Benefit Returns	Emily Sparrow
Energy Crisis Intervention Program (ECIP)	Lori McPherson
Vendor Agreements and PII	Lori McPherson
Q & A	All



Training Materials and Resources



Vendor Web Portal

<https://mainehousing.org/partners/partner-type/community-agencies/heap-vendors>








HEAP Vendors

MaineHousing partners with home energy vendors throughout the state of Maine to provide energy and utility assistance programs to low income homeowners and renters.

Sharefile

- [Community Action Agency \(CAA\)](#)
 - [Home Energy Assistance Program](#)
 - [Home Accessibility and Repair Program](#)
 - [Federal Lead and State Lead \(N261\) Programs](#)
 - [Weatherization Assistance Programs \(WAP\)](#)
 - [Central Heating Improvement Program \(CHIP\)](#)
 - [Heat Pump Program](#)
 - [Emergency Rental](#)




Program Forms, Manuals & Brochures

-  [Benefit Return Form 08/08/2023](#)
-  [Benefit Return Form Vendor Instructions 07182022](#)
-  [Manual Transaction Report Record Fill To Print](#)
-  [Manual Transaction Report Record Instructions](#)
-  [Manual Transaction Report Record Print to Fill](#)
-  [TANF Payment Request Form-Fill to Print](#)
-  [TANF Payment Request Form-Print to Fill](#)
-  [TANF Payment Request Instructions](#)

Education & Training Opportunities

-  [PY2023 ACR Training Handouts](#)
-  [PY2023 HEAP Vendor ACR Training - April 2023](#)
-  [PY2023 HEAP Vendor Training Presentation](#)

Technical Support & Resources

-  [HEAP AG Fact Sheet 2023-2024](#)
-  [HEAP Vendor Training for PY2023](#)
-  [PY2023 Vendor Handbook](#)

Updates & Notices

-  [2023-HEAP-001 Delivery Charge Clarification](#)



HEAP Grant



Intent of HEAP



- Help income-eligible Households with their home energy costs
- Not designed to pay Household's total heating costs



Federally Funded



- Administered by Health & Human Services
- Grant period Oct 1 – Sept 30 (FFY)
 - Funds given to Grantees in/around November
- Governed by LIHEAP Statute (law passed by Congress)



State Guidelines



- Consistent with federal requirements
- State rulemaking
HEAP Rule – Chapter 24
- State Plan - grant application
- Vendor Handbook



Annual Public Hearings – June

HEAP Rule – Chapter 24

HEAP State Plan (grant application)

Vendors are encouraged to participate in the public hearing process, including any stakeholder meetings held prior to the Public Hearing.



Application Period



HEAP Fuel Assistance

July 17, 2023 thru May 31, 2024



Energy Crisis Intervention Program

Nov 1, 2023 thru April 30, 2024



Use of Benefits



Home Energy Types

Oil	Wood Pellets
Kerosene	Corn
Propane	Bio-Bricks
Biodiesel	Coal
Electricity	Firewood
Natural Gas	



Use of Benefits

Must be consistent with Vendor Voucher Report or Credit Notification Report, which identifies the approved:

- Home Energy type
- Physical Address (delivery/service location)
- Account Information



Contact MaineHousing:



If the fuel type, delivery address, name or account information listed on Vendor Voucher or Credit Notification Report do not match Vendor records.



Approval Required



Any deviations from Vendor Voucher Report or Credit Notification Report must be approved in writing by MaineHousing.



Notify MaineHousing



- Client has remaining HEAP funds on account and moves to new service location
- MaineHousing must authorize use of Benefits for new service location



Kerosene vs. Oil

If Vendor Voucher Report or Credit Notification Report lists kerosene as approved fuel type, Benefits cannot be used for oil (even if client requests oil).



Contact MaineHousing if:

Oil listed on
VVR or CNR

Vendor knows
tank is located
outside



Delivery Options



Vendor may deliver entire benefit amount even if client orders smaller amount, unless:

- All Household members are moving
- Heating System has mechanical difficulties
- Storage tank or hopper is being replaced or not up to code





HEAP Benefits may be applied to
price protection plans.

Cannot be used for downside protection fees



Benefits may be used for certain delivery charges:



- Emergency/off route delivery fees
- Minimum delivery fees
- Fees to deliver wood pellets, coal, corn or biobricks.





Cannot be used for:

- Hazmat, safety and compliance, or any other special fees
- Late fees
- Clean and repair service charges or other services such as restart fees
- Security deposits



HEAP, HEAP Supplemental, and TANF Supplemental Benefits cannot be applied to otherwise eligible deliveries that have already been paid for.



Covering Balances Due

Coverage of deliveries made prior to Benefits posting to customer accounts is allowed only if the delivery is unpaid.



What is an eligible delivery?

- Deliveries made on or after October 1 of the applicable Program Year (unpaid deliveries), with the exception of Electricity and Natural Gas;
- Deliveries made adhering to all details listed on the Credit Notification/Vendor Voucher Report





Ineligible Deliveries

- Deliveries not adhering to all details listed on the Credit Notification/Vendor Voucher Report, including non-approved Home Energy types
- Deliveries already paid by any other funding source, including towns, General Assistance (GA), other organizations, customers, family/friends
- Deliveries to be paid by towns, GA or other organizations



Fuel Pricing



Maximum Price Per Unit

For units paid by HEAP, TANF Supplemental or ECIP, price per unit **cannot** be greater than vendor's daily cash price.

Price cannot be based on charge price





Vendor Discount Programs

If a HEAP client is eligible for a discount which is lesser than the retail cash price, Vendor must give the discount on gallons paid by HEAP or TANF Benefits.



Vendor Discount Programs

Charge Price #2	Retail Cash Price #2	Discount Rate	Required HEAP Price
\$3.699	\$3.599	Veteran \$3.569	\$3.569 (Veteran)
\$3.399	\$3.299	Senior \$3.269	\$3.269 (Senior)



Consumer Home Heating Rights

Consumer Protection Division
Office of Attorney General





2023-2024

Heating Season
OCTOBER 15 – APRIL 30

The Attorney General has Rules regulating the sale of heating fuel in Maine from October 15 – April 30.
www.maine.gov/sos/cec/rules/26/chaps26.htm)

These Rules specifically hold sellers of home heating oil, propane, natural gas, electricity and firewood to higher standards during this time even if the customer owes the dealer money.

The Attorney General considers it an unfair trade practice to refuse to supply a heating fuel, if it is the customer's primary source of heat, during the winter months. Failure to follow these laws and regulations may be an unfair trade practice in violation of 5 M.R.S. § 207. Intentional violations of the law can result in a civil penalty of up to \$10,000.

No additional charges are permitted except for what is outlined here. The Attorney General has an easy-to-understand Consumer Law Guide on this issue (www.maine.gov/tools/whatsnew/attach.php?id=27939&an=1).

Questions? Contact:

Tracy Thompson
Complaint Examiner
Consumer Protection Division
tracy.l.thompson@maine.gov
(207) 626-8851

Office of the Attorney General

SUMMARY FOR HEAP VENDOR TRAINING

"Established delivery area" means the geographic area bounded by a retail dealer's delivery routes used to service established customers

"Market price of heating oil" means the highest price per gallon of heating oil a dealer customarily charges his buyers in an established delivery area

"Established Customer" means any consumers whose two previous purchases were from any oil dealer serving that customer's area

"Unscheduled delivery" means a delivery which causes the dealer to dispatch a truck along a delivery route he would not have otherwise taken during the day's regular working hours

You cannot refuse a delivery if:

The customer owes you money
They have a guaranteed payment for the delivery (cash, LIHEAP, etc.)
You regularly serve that area; and
They request at least 20 gallons

You can:

Charge an emergency delivery fee if you tell the customer in advance
Charge a delivery surcharge in certain circumstances
Require the customer to pay in the office rather than COD

Unscheduled (Emergency) Deliveries

You are delivering on a day not normally scheduled for that area
There is no cap on an emergency delivery fee, but you must tell the customer of the fee in advance
You can also impose a minimum delivery requirement
Remember, if this is an established customer, you cannot treat them differently. If you do not charge established customers a delivery surcharge, minimum delivery requirement, or different price; treat this customer the same

Delivery Surcharges are only allowed if:

- They order less than 50% of their tank's capacity or 100 gallons, whichever is less
- The surcharge **cannot** be more than \$20.00
- You inform the customer of this charge in advance of delivery

Prepaid Contracts

- You must first obtain financial protection to ensure you can deliver the product at the guaranteed price, which include contracts with suppliers with specific language, surety bonds equal to at least 50% paid by prepaid customers, or a letter of credit equal to 100% paid by those customers (10 M.R.S. § 1110)
- Dealers who offer prepaid contracts must register with the Department of Professional and Financial Regulation by June 30



TANF Supplemental Benefits



TANF Supplemental Benefits



State of Maine DHHS provides up to \$3M annually in TANF funds to MaineHousing.

Funds must be used to provide **supplemental** fuel assistance to HEAP-eligible families with children.



Who is eligible?

Household will be eligible for TANF Supplemental Benefits if the Household:

- Received a current Program Year HEAP benefit
- Has member under the age of 18 years



Credit Notification Report

Guarantees payment post delivery

Deliveries must adhere to Credit Notification details (address, fuel type, account number, etc.)



Order of priority for using benefits

1. PY 2023 HEAP
2. PY 2023 S-SUPP
3. PY 2023 TANF Supplemental
4. PY 2024 HEAP



Post Delivery Payment

- TANF Payment Request Form.
- Transaction report showing delivery/purchase and payment activity from previous May 1 through date of delivery being invoiced
- Failure to submit proper documentation may result in delayed payment. Repeat non-compliance may lead to termination of agreement with Vendor.
- TANF credits follow all HEAP benefit guidelines, including not covering indirect costs, such as cleanings, repairs and some fees.
- Include program year that is being billed for.



Oil, Kerosene and Propane

If amount of delivery is greater than the amount billed to TANF Supplemental, a breakdown of how funds were used must be reflected on the payment request form with dollar amounts paid by:

- TANF Supplemental
- HEAP/HEAP Supplemental (if applicable)
- Client or third-party (if applicable)



Post Delivery Payment

MaineHousing reviews Vendor's documentation to validate HEAP benefits have been exhausted and appropriately used.

TANF Supplemental payment issued within 10 business days of receipt and approval of all documentation



Recordkeeping Requirements



Detailed records are required to:

- Fully account for use of federal dollars
- Support federal reporting requirements, including Annual Consumption Reports



Documentation Requirements

- Delivery tickets
- Daily Cash Price Log
- Wood Pellets, Corn, Coal or Bio-Bricks:
invoices for pickups and deliveries
- Price Protection Plans (signed)



Metered Delivery Ticket

- Customer name
- Delivery address
- Date of delivery
- Type of fuel delivered
- Units delivered
- Price per unit
- Total



YOUR COMPANY NAME
STREET ADDRESS
CITY, STATE ZIP
PHONE #

Date _____
Sold To: _____
Address: _____

AUTOMATICALLY PRINTED  TO ENSURE YOU OF ACCURACY
MASTER METER RECEIPT

OPERATOR	<input type="checkbox"/> CASH <input type="checkbox"/> CHECK	TRUCK NO.	TIME	A.M. P.M.
YEAR BILE NUMBER	GALLON READINGS FROM		NO.	
PREVIOUS BILE NUMBER	READING START OF DELIVERY		NO.	

PRODUCT	GALLONS	PRICE	AMOUNT
TOTAL			

X CUSTOMER SIGNATURE RECEIVED PAYMENT \$ FOR THE DELIVERY CASH CHECK

No. 1001

RECEIVED FORM # FROM INSURED OIL SYSTEMS, INC. CEDAR RAPIDS, IA 52401
TOLL FREE: 1-800-368-0476 • FAX: (515) 259-8442 • e-mail: info@oilprosody.com

INSERT FACE DOWN THIS END FIRST

All-Weather Eye-Snap Meter Ticket



HEAP Client Account Records

- Name and delivery/service address
- All posted transactions for Home Energy purchases paid (or unpaid) by HEAP, HEAP Supplemental, TANF Supplemental, ECIP, client, or another party
- Amount of any remaining HEAP balance



Manual Transaction Record

If Vendor maintains HEAP account records manually (i.e. no electronic system), Vendor must use MaineHousing's Manual Transaction Report Record.

MH may require a Vendor to maintain Manual Transaction Histories.



Manual Transaction Report Record

Maine State Housing Authority (MaineHousing)
HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)

Manual Transaction Report Record

Vendor Name: _____ Vendor Phone Number: _____

Customer Name: _____ Account Number: _____ Prior Year HEAP Benefit Remaining: _____

Delivery Address: _____ Fuel Type: _____ Approved: _____ Prior Year TANF SUPP Credit Rem: _____

_____ PY _____ HEAP Benefit: _____ TANF SUPP Credit _____

	Event Date	Description	Vendor Reference #	Number of Units	Price per Unit	Total Transaction Amount	Running Account Balance	Delivery Paid by*	Notes
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									

*Paid by: C = Customer H = HEAP S = S-SUPP E = ECIP T=TANF Supplemental If other please specify.

Manual Transaction Report Records are intended to be used as an ongoing account record. It is not intended to be created as needed. A new Manual Transaction Report Record should be created for each HEAP customer on May 1st each year. This will follow reporting requirements for the Annual Consumption Report.

All customer transactions should be reported on the Manual Transaction Report Record. It should not include only HEAP transactions. Contact liheap@mainehousing.org with questions.

Annual Consumption Report Calculations:

From May 1st of the previous year to April 30 of the current year:

Total Household Units _____

Total Household Cost _____

Delivery Fees _____

Benefit Remaining _____



Posting Transactions



- Do not adjust units, price per unit, or total delivery cost to “zero out” small HEAP or TANF credit balances
- Do not write-off or absorb small HEAP or TANF credit balances
- Vendors will be required to make corrections and/or return funds if found while reviewing transaction histories.

**All federal/state funds must be fully accounted
for**



Section 9 - Recordkeeping

All records for benefit transactions that occurred during contract term must be retained for 3 years after agreement expiration date.

Vendor Agreement Term	Disposal Date
7/1/2020 to 6/30/2021	7/1/2024
7/1/2021 to 6/30/2022	7/1/2025
7/1/2022 to 6/30/2023	7/1/2026



Annual Consumption Report (ACR)

**Home Energy Assistance Program
Annual Consumption Report**

Due Date: 6/3/2024

Reporting Vendor: Sample Fuel Company

<u>Applicant Name</u>	<u>Account #</u>	<u>Physical Address</u>	<u>Town</u>	<u>FuelType</u>	<u>Prior Year Remaining</u>	<u>2024 HEAP Benefits</u>	<u>2024 ECIP Benefits</u>	<u>Delivery Fees</u>	<u>Total HH Units</u>	<u>Total HH Cost</u>	<u>Benefit Remaining</u>	<u>12months of Consumption ? Y/N</u>
Anderson, Phillip	11223344	555 Rabbit Ridge	Faketown	wood pellets	\$0.00	\$750.00	\$0.00	_____	_____	_____	_____	_____
Day, Anita	693	847 Knight Avenue	Emerald City	kerosene	\$0.00	\$812.00	\$0.00	_____	_____	_____	_____	_____
Harris, Patty	471	251 South Street	Storybrooke	LP gas	\$65.50	\$332.00	\$0.00	_____	_____	_____	_____	_____
Yardley, Harry	9016	1032 Dolphin Drive	Faketown	oil	\$100.25	\$702.00	\$0.00	_____	_____	_____	_____	_____
Total Benefits:					\$165.75	\$1,846.00	\$0.00					

Report Completed By: _____

Print Name: _____

Date Completed: _____

Phone Number: _____

Email Address: _____



Purpose of ACR

- Account for use of HEAP & ECIP funds
- Determine household's heating costs
- Comply with federal reporting requirements



PY2024 ACR Reporting Period

- Captures all deliveries and use of benefits from May 1, 2023 thru April 30, 2024
- Total fuel costs reported on ACR are used to determine household benefits for following Heating Season



Pre-Populated Fields

<u>Applicant Name</u>	<u>Account #</u>	<u>Physical Address</u>	<u>Town</u>	<u>FuelType</u>	<u>Prior Year Remaining</u>	<u>2024 HEAP Benefits</u>	<u>2024 ECIP Benefits</u>
Anderson, Phillip	11223344	555 Rabbit Ridge	Faketown	wood pellets	\$0.00	\$750.00	\$0.00
Day, Anita	693	847 Knight Avenue	Emerald City	kerosene	\$0.00	\$812.00	\$0.00
Harris, Patty	471	251 South Street	Storybrooke	LP gas	\$65.50	\$332.00	\$0.00
Yardley, Harry	9016	1032 Dolphin Drive	Faketown	oil	\$100.25	\$702.00	\$0.00



Fields Completed by Vendor

<u>Delivery Fees</u>	<u>Total HH Units</u>	<u>Total HH Cost</u>	<u>Benefit Remaining</u>	<u>12months of Consumption ? Y/N</u>	<u>Notes</u>



Benefits and Payments



Primary Applicant

- Selects Vendor at time of application
- May choose to have Benefit calculated on and issued for any permanently installed Heating System



Maine Housing issues payments weekly

The following Tuesday, Benefit Notification letters are mailed to clients whose HEAP benefits were issued the prior week.



Vendor Voucher Report (VVR)

- Primary Applicant's name
- Delivery address
- Phone number
- Benefit/Payment amount
- Approved Home Energy type
- Account information-

Name on account & account number



Vendor Voucher Report

- Vendor Voucher Reports will be issued separately for each Program/Program Year.
- The Program & Program Year is designated on the 'Payment Memo or Check Memo' portion of the Vendor Voucher Report
- Please ensure that Benefits are posted appropriately



Maine State Housing Authority
26 Edison Drive
Augusta, ME 04330



VENDOR VOUCHER REPORT

Hogwarts Energy
934 Scotland Road
Augusta, ME 04330

Hogwarts Energy

Payment Issue Date: 11/16/2023

Vendor Payment Id: 877877

Payment Memo: 2024HEAP

Primary Applicant	Physical Address	Phone	Payment Amount	Fuel Type	Account Information
Harry J Potter	1 Privet Drive, Gardiner	(207) 222-1234	\$950.00	Kerosene	Harry Potter, 123456
Ron Weasley	12 Diagon Alley, Gardiner	(207) 222-9876	\$478.00	Kerosene	Ron Weasley, 987654

Total: \$1428.00



Contact MaineHousing if:

- Vendor Voucher Report does not match your records (any information on the VVR- examples, account numbers and addresses)
- You suspect there has been a duplicate payment made for a client



BENEFIT RETURNS



What is a Benefit Return?

A return of unused HEAP funds on Household's account with fuel vendor

Benjamin Franklin 123
123 Main Street
Apt. 4
Nowhere, NA 12345

1

Date: _____

123

Pay To The Order Of: _____ \$ _____

_____ Dollars

Pretend Bank of Nowhere
Nowhere, NA 12345

Payable _____

⑆000000000⑆ 12345678910⑈ 123



Who Initiates the Return?

CAA, MH, or Vendor initiates the Benefit Return



Why are Benefits returned?

- MaineHousing requests return
- Inactive accounts
- Benefit has expired
- An overpayment was determined



Why are Benefits Returned?

- Sole (only) member of Household is deceased
- Client moves out of delivery area
- Client terminates account with Vendor
- Termination of Vendor Agreement



CAA Responsibilities



- Obtain written request and supporting documentation from **Primary Applicant**
- Complete **Benefit Return Form**
- Send form to **MaineHousing and Vendor** via secure email or fax



Vendor Responsibilities

- **Reconcile account**
- **Return funds and transaction history to MH within fifteen (15) business days**
- **If there are no funds to be returned, the Vendor is required to send a copy of the Benefit Return Form and a transaction history to MaineHousing. This will indicate that there are no funds to be returned.**



Required Documentation



- Benefit Return Form
- Detailed transaction report – May 1 forward

Example: For return of PY 2023 funds, the transaction history must be from May 1, 2022 to current



When do benefits expire?

Program Year	Must use by	Cannot use on or after
2022	Oct 1, 2021 - July 31, 2023	August 1, 2023
2023	Oct 1, 2022 - April 30, 2024	May 1, 2024
2024	Oct 1, 2023 – April 30, 2025	May 1, 2025

PY 2022 benefits have expired and cannot be reissued. They must be returned to MaineHousing immediately.



Sweep Accounts in August



- Return expired funds by September 30
- Submit Benefit return form for each client or a spreadsheet for multiple clients
- Provide transaction report for each client



Benefit Returns

- De minimus balances (\$25 or less) are not required to be returned until accounts are “swept” at the end of the program year. However, Vendor must still provide a transaction history to MaineHousing within 15 business days to validate the amount that will be returned and it is suggested to include the de minimus balance with other larger returns throughout the year.
- Repeated disregard of Benefit Returns may result in:
 - MaineHousing audit
 - Placement on Watch List
 - Termination



Questions about an outstanding Benefit Return request?



Contact MaineHousing



Energy Crisis Intervention Program (ECIP)



Purpose

Avert Energy or Life Threatening Crisis
(November 1 thru April 30)



Allowable Measures

- Home Energy deliveries and Delivery Fees
- Utility disconnects
- Minor Heating System repairs



Household may be eligible if:

No heat or risk of losing heat

- $\leq 1/4$ tank of oil/kerosene
- $\leq 25\%$ in propane tank
- ≤ 7 day supply of Home Energy



Household may be eligible if:

Facing a heating crisis due to Heating System malfunction

ECIP can cover repairs if authorized by CAA and an ECIP purchase order is generated.



Energy Crisis

Crisis must be averted within 48 hours

Life Threatening Crisis

Crisis must be averted within 18 hours



ECIP Benefit Amount

- Any remaining HEAP benefits and/or TANF Supplemental credits must be used in conjunction with or in lieu of ECIP funds
- ECIP maximum benefit equals \$800 minus any remaining HEAP and TANF Supplemental Benefits



Eligible Households

May receive more than one ECIP benefit in a given Program Year if total benefits do not exceed \$800.00.



ECIP - Allowable Uses

- Fuel type specified on purchase order
- Delivery fees and charges for restarts/safety checks
- Minor Heating System repairs

Must be pre-authorized by CAA and included on purchase order





CAA contacts Vendor to:

- Verify last delivery information – date and number of units delivered
- Confirm any remaining HEAP Benefits or TANF Supplemental Credits
- Confirm Vendor can make delivery within required timeframe (i.e. 18 or 48 hours)
- Determine if Vendor can do an upfront delivery pending receipt of a HEAP Benefit



CAA contacts Vendor to:



- Confirm cash price per unit
- Determine amount of delivery charge (if any)
- Identify need and charges for restart or safety check



Vendor confirms

- $\text{HEAP units} = \text{HEAP credit} \div \text{cash price}$
- $\text{TANF Supp units} = \text{TANF credit} \div \text{cash price}$
- $\text{ECIP amount (fuel)} = \# \text{ units} \times \text{cash price}$



Purchase Order



CAA will email or fax purchase order to Vendor to confirm details of ECIP requirements and authorized dollar amount

Verbal purchase orders should be exception not standard practice



Purchase Order

- Date PO is issued
- Primary Applicant's name & delivery address
- Home Energy type
- Dollar amount authorized by CAA (based on cash price quoted by Vendor plus delivery charges and costs for restart or safety check)
- Delivery time requirements (18 or 48 hours)



Vendor Responsibilities



- Refuse purchase order if cannot meet delivery time requirements
- ECIP deliveries must be reported on ACR, even if not regular client



ECIP Payments



Documentation Required for Payment

- Metered delivery ticket
- Written confirmation of the date and time that service was restored or disconnect notice was cancelled (Electricity/Natural Gas)
- Invoice (if applicable)



Vendor invoice required if:

Delivery ticket does not account for all charges approved on purchase order (ex. delivery fees or restart/safety check charges)



Oil/Kerosene and Propane

If amount on delivery ticket is greater than ECIP purchase order, notate ticket with dollar amounts paid by:

- ECIP
- HEAP, HEAP Supplemental or TANF Supplemental (if applicable)
- Customer or third-party (if applicable)

Sign and date ticket



ECIP Payments



CAA reviews documentation and authorizes payment

MaineHousing issues payment within 10 business days

If payment is not received within appropriate timeframe,
contact MaineHousing



ECIP Payments



If a Vendor receives an ECIP payment that is over the amount than what the emergency delivery was, Vendors must return the ECIP overpayment to MaineHousing.



UPFRONT DELIVERY REQUESTS



When an Upfront is requested

An Upfront is requested when:

- The CAA certifies the application and makes the decision that it is in the best interest of the household to request a non-emergency upfront to avert an Energy or Life Threatening Crisis in the near future.
- An upfront is requested, if the Household is in one of the two crisis and the Vendor has the ability to deliver within the required timeframe.



CAA contacts Vendor to:



- Verify last delivery information – date and number of units delivered
- Confirm any remaining HEAP Benefits or TANF Supplemental Credits
- Confirm Vendor can make delivery within required timeframe (i.e. 18 or 48 hours)



Difference between Upfront & ECIP Deliveries

- An Upfront is a request to the Vendor to make a delivery prior to the receipt of the Household's HEAP Benefit.
- There could be required timeframes to deliver.
- Vendor will receive an Upfront Delivery Request Form.



Difference between Upfront & ECIP Deliveries

- An ECIP is a request to the Vendor to make a delivery to the Household that has been determined to be in an Energy or Life threatening crisis.
- There are required timeframes (18 or 48 hours)
- Vendor will be issued an ECIP Purchase Order



Difference between Upfront & ECIP Deliveries

- An Upfront will be paid HEAP Benefits the week the Upfront is requested or the following week
- An ECIP will be paid within 10 Business days once the Vendor submits their documentation to the CAA and they review/reconcile and enter information needed to make the payment.



Difference between Upfront & ECIP



Vendors will be guaranteed payment upon receipt of an Upfront Delivery Request Form and/or an ECIP Purchase Order



Upfront Delivery Request

RESET

HOME ENERGY ASSISTANCE PROGRAM (HEAP)
UPFRONT DELIVERY REQUEST FORM

ISSUING AGENCY:
Name: _____ Phone: _____
Address: _____ Fax: _____
Email: _____

VENDOR:
Vendor Name: _____ Contact Person: _____
Address: _____ Phone: _____
City State Zip: _____ Email: _____

CUSTOMER:
Primary Applicant: _____
Name on Account: _____ Request Date: _____
Delivery Address: _____ Account #: _____
City State Zip: _____ Phone: _____

Approved Fuel Type _____ Approved HEAP Amount \$ _____

TYPE OF CRISIS (check one) Energy Crisis (48 hours) Life Threatening Crisis (18 hours) Non-Emergency

DELIVERY TIMEFRAME: Within _____ of _____ at _____
Enter # of hours Enter date (mm/dd/yyyy) Enter time
 Next Scheduled delivery date _____

CRISIS ONLY:
Is there a delivery fee? Yes No if yes, what is the delivery fee amount? \$ _____

NOTES:

Maine State Housing Authority guarantees the payment for this delivery.
The above-named Issuing Agency authorizes the delivery of fuel to the customer named herein prior to payment being sent to the vendor named herein.

Approved by (name): _____ Approved Date: _____
Signature: _____ mm/dd/yyyy
Phone Number: _____

Prepared by MaineHousing Upfront Delivery Request Form 07/7/2023



Vendor Agreement Reminders



Section 15 – Confidentiality

Protection of Personally Identifiable Information (PII)



What is considered PII?

- Any information about a person that can be used to distinguish or trace a person's identity
- HEAP client's name and address



**Put measures in place to prevent
loss, theft, or inadvertent
disclosure of PII**



- Restrict access to electronic files containing PII by implementing passwords or least privileges folder permissions
- Locking the screen or logging off computers or other electronic devices that have access to PII when unattended



Paper Documents

- Remove from printers and fax machines
- Do not leave on work area unattended
- Place in locked files at end of day



Disposing of Electronics

- Ensure that any data residing on the equipment is destroyed by removing or sanitizing hard drives.



Encrypt emails containing client names and addresses

If you cannot initiate an encrypted email:

- Use fax instead of email
- Ask CAA or MaineHousing to send you encrypted email (your reply will be encrypted)
- Free encryption source options available.
- Send information using USPS or other mail services.



**If you suspect or become
aware of a breach, notify
MaineHousing immediately.**



Section 17 – Sale of Business

- Notify MaineHousing 30 days before closing or sale
- Return HEAP funds to MaineHousing
- Close-out audit to reconcile HEAP funds



Section 17 – Sale of Business

Remaining HEAP funds must be returned to MaineHousing.

Do not transfer HEAP funds to another company or HEAP Vendor, or issue directly to client.



Questions & Answers

Wrap Up





Maine State Housing Authority (“MaineHousing”) does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identify or expression, marital status, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identify or expression, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Lauren Bustard Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330-6046, Telephone Number 1-800-452-4668 (voice in state only). (207) 626-4600 (voice) or Maine Relay 711.

