

How to Create an ECIP Crisis Record

To create an ECIP Crisis Record, the HEAP Application must be eligible and have the status of '**Certified with Benefit**'. If the Application is 'Pending' or 'Certified for Benefit', appropriate steps must be taken to complete the standard HEAP Application prior to beginning a Crisis Record.

To create a Crisis Record on a 'Certified with Benefit' Application:

Click 'Add New Crisis'.

VALIDATION: ✔ VALID [Live Support](#)

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- Energy Billing Data
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- Files
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ECIP Summary

Application Information

Primary Applicant:	ECIPSample MH	Physical Address:	123 Test Ln, Augusta, ME 04330
Application Type:	LIHEAP - Standard	Mailing Address:	123 Test Ln, Augusta, ME 04330
Application Status:	Certified with Benefit - Today	Application ID:	792417
Intake Type:	Paper Application	Application Date:	10/24/2024

[Add New Crisis](#)

Purpose	Status	Vendor	Certified Date/Time	Approved (\$)	Action
Annual Crisis Intervention Benefit Available:			\$800.00		

A new window will appear with ECIP Questions.

Answer each ECIP Question by selecting Yes or No from the drop-down. Click Save.

Note: Only one question may be answered with Yes for each Crisis Record. If the Applicant has more than one crisis, the CAA will complete a separate Crisis Record for each.

ECIP Question

1/4 tank or less of heating oil, kerosene, or propane *

7 days or less supply for other delivered fuel types *

Out of fuel *

Applicant has no heat due to the heating system not working *

Household has received a utility disconnect notice *

Household has been disconnected or will be disconnected from utility services *

[Save](#) [Cancel](#)

A Crisis Record will be reflected on the ECIP Detail screen. The Application Date and Application Time will prepopulate.

Select the 'Type of ECIP' from the drop-down.

Select the 'Vendor' who will remedy the Crisis from the drop-down.

Select the required 'Fuel Type' from the drop-down.

Application Instances

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Application Select

Summary

Application Members

Dwelling

Heating/Cooling Systems

Energy Billing Data

Income

Eligibility

ECIP

Files

Case Notes

Benefit History

Application History

VALIDATION: VALID

ECIP Detail

Application Information

Primary Applicant: ECIPSample MH

Application Type: LIHEAP - Standard

Application Status: Certified with Benefit - Today

Intake Type: Paper Application

Physical Address: 123 Test Ln, Augusta, ME 04330

Mailing Address: 123 Test Ln, Augusta, ME 04330

Application ID: 792417

Application Date: 10/24/2024

☒ 1/4 tank or less of heating oil, kerosene, or propane

☐ 7 days or less supply for other delivered fuel types

☐ Out of fuel

☐ Applicant has no heat due to the heating system not working

☐ Household has received a utility disconnect notice

☐ Household has been disconnected or will be disconnected from utility services

Application Date *10/24/2024

Application Time *12:02pm

Type of ECIP *

Vendor *

Fuel Type *

☐ Space Heater

☐ Temporary Relocation

☐ Non-Contracted Vendor

Note: Disregard the following field that will be removed once configuration has been completed.

- Is the household on autofill?
 - Next schedule delivery

Utility Disconnects: If the Type of ECIP selected is Utility Disconnect, additional fields will populate that must be answered.

Select Yes or No from the drop-down for each question:

- ‘Has the ability to pay?’
- ‘ECIP will remedy?’
- ‘Heat will fail?’
- ‘In a payment arrangement?’
- ‘Broken payment arrangements?’

ECIP Detail

Application Information

Primary Applicant:	ECIPSample MH	Physical Address:	123 Test Ln, Augusta, ME 04330
Application Type:	LIHEAP - Standard	Mailing Address:	123 Test Ln, Augusta, ME 04330
Application Status:	Certified with Benefit - 3 days	Application ID:	792417
Intake Type:	Paper Application	Application Date:	10/24/2024

☒ 1/4 tank or less of heating oil, kerosene, or propane

☐ 7 days or less supply for other delivered fuel types

☐ Out of fuel

☐ Applicant has no heat due to the heating system not working

☐ Household has received a utility disconnect notice

☐ Household has been disconnected or will be disconnected from utility services

Application Date *

10/27/2024

Application Time *

10:28am

Type of ECIP *

Utility Disconnect

Vendor *

Select a Vendor.

Fuel Type *

Has ability to pay?

ECIP will remedy?

Heat will fail?

In payment arrangement?

Broken payment arrangement?

Space Heater: If the Crisis will be remedied with the Provisional Measure Space Heater select the Space Heater check box. Additional fields will populate that must be answered.

Enter the ‘Expected Delivery Date’.

Enter the ‘Date/Time Space Heater(s) Provided’.

Enter the ‘Number of Space Heaters’provided.

Enter the ‘Model Numbers’.

☒ Space Heater

☐ Temporary Relocation

☐ Non-Contracted Vendor

Expected Delivery Date

Date/Time Space Heater(s) Provided

Number of Space Heaters

Model Number(s)

Temporary Relocation: If the Crisis will be remedied with the Provisional Measure Temporary Relocation select the Temporary Relocation check box. Additional fields will populate that must be answered.

Enter the 'Hotel/Motel' name.

Enter the 'Expected Check-In Date'.

Enter the 'Name & Location'.

Enter the 'Expected Check-out Date'.

Enter the 'Reservation #'.

Note: 'Date/Time Certified' is to be left blank. This information is captured later.

Enter the 'Number of Rooms'.

☐ Space Heater

☒ Temporary Relocation

☐ Non-Contracted Vendor

Hotel/Motel

Expected Check-in Date



Name & Location

Expected Check-out Date



Reservation #

Date/Time Certified

Number of Rooms

Non-Contracted Vendor: If the Crisis will be remedied with use of a Non-Contracted Vendor select the Non-Contracted Vendor check box. Additional fields will populate that must be answered.

Enter the 'Vendor Name'.

Enter the vendor 'Fax'.

Enter the vendor 'Address'.

Enter the vendor 'Email'

Enter the vendor 'Phone'.

Enter the vendor 'Contact Name'.

☐ Space Heater

☐ Temporary Relocation

☒ Non-Contracted Vendor

Vendor Name

Fax

Address

Email

Phone

Contact Name

For all Crisis Types and Remedy Types:

Enter the HEAP and TANF Fuel Supplemental balances remaining on account with the Vendor.

Enter \$0.00 if the Vendor confirms there are no HEAP Benefits and/or TANF Fuel Supplemental Benefits/Credits remaining on account.

If there are Benefit or Credit balances on account:

In the HEAP Benefit section:

Enter the HEAP Benefit remaining on account.

Enter the Cash Price provided by the Vendor.

In the 'TANF Supplemental' section:

Enter the TANF Benefit/Credit remaining on account.

Enter the Cash Price provided by the Vendor.

Once the Balance and Cash Price have been entered, the units to be covered by each funding source will auto populate.

	Balance	Cash Price	Units
HEAP	\$3.59	\$3.099	1.16
TANF Supplemental	\$150.00	\$3.099	48.40

If it is determined that an ECIP is needed to remedy the Crisis, complete the 'ECIP' section:

Enter the 'Cash Price' to be charged for the delivery.

Enter the 'Delivery/Service' Fees, if applicable.

Enter the number of 'Units' that will be covered by ECIP. Round down to a whole amount.

Enter the total amount of 'ECIP'. This amount includes 'Delivery/Service' fees plus the fuel delivery amount to be paid by ECIP. The 'Benefit Approved' will auto-populate to match the ECIP Amount entered.

Click 'Save'.

Review the Crisis Record to ensure that all data has been entered accurately and that the HEAP Application is validated (shown across the top of the standard HEAP application in the blue bar).

If the Crisis Record data is correct and the HEAP Application is 'Valid', click 'Save'.

VALIDATION: VALID

ECIP Detail

Application Information

Primary Applicant: ECIPSample MH
Application Type: LIHEAP - Standard
Application Status: Certified with Benefit - Today
Intake Type: Paper Application

Physical Address: 123 Test Ln, Augusta, ME 04330
Mailing Address: 123 Test Ln, Augusta, ME 04330
Application ID: 860602
Application Date: 10/7/2025

☒ 1/4 tank or less of heating oil, kerosene, or propane
☐ 7 days or less supply for other delivered fuel types
☐ Out of fuel

☐ Applicant has no heat due to the heating system not working
☐ Household has received a utility disconnect notice
☐ Household has been disconnected from utility services

Application Date *
10/07/2025

Application Time *
2:08pm

Type of ECIP *
Fuel

Vendor *
CN Brown Co-Augusta Heating Oil

Fuel Type *
Oil

☐ Is the household on autofill?

Next Schedule Delivery

☐ Space Heater
☐ Temporary Relocation
☐ Non-Contracted Vendor

	Balance	Cash Price	Units
HEAP	\$3.59	\$3.099	1.16
TANF Supplemental	\$150.00	\$3.099	48.40

ECIP

Cash Price
\$3.099

Delivery/Service
\$100.00

Units
129.00

ECIP Amount
\$439.77

Benefit Approved
\$439.77

Max Benefit Remaining
\$500.00

Save

Cancel

Once saved, validation will be run on the Crisis Record. If the Crisis Record passes, ‘Validation to Certify’ will show as ‘Validated’ in green text.

VALIDATION: VALID

ECIP Detail

Application Information

Primary Applicant:ECIPSample MH

Application Type:LIHEAP - Standard

Application Status:Certified with Benefit - Today

Intake Type:Paper Application

Physical Address:123 Test Ln, Augusta, ME 04330

Mailing Address:123 Test Ln, Augusta, ME 04330

Application ID:860602

Application Date:10/7/2025

☒ 1/4 tank or less of heating oil, kerosene, or propane

☐ Applicant has no heat due to the heating system not working

☐ 7 days or less supply for other delivered fuel types

☐ Household has received a utility disconnect notice

☐ Out of fuel

☐ Household has been disconnected from utility services

Application Date *10/07/2025

Application Time *2:06pm

Type of ECIP *Fuel

Vendor *CN Brown Co-Augusta Heating Oil

Fuel Type *Oil

☐ Is the household on autofill?

Next Schedule Delivery

☐ Space Heater

☐ Temporary Relocation

☐ Non-Contracted Vendor

	Balance	Cash Price	Units
HEAP	\$3.59	\$3.099	1.16
TANF Supplemental	\$190.00	\$3.099	48.40

ECIP

Cash Price\$3.099

Delivery/Service\$100.00

Units129.00

ECIP Amount\$499.77

Benefit Approved\$499.77

Max Benefit Remaining\$600.00

SaveCancel

Validation to certify:

Validated

Certify

Once the Crisis Record has been saved and Validated select ‘Certify’.

Additional fields will populate.

The Certification Date and Time will auto populate.

Certifier will auto populate for whomever is certifying the Crisis Record.

To finalize the Certification of the Crisis Record:

 Select ‘Certify as Eligible’ or ‘Certify as Denied’, as applicable.

 Select ‘Finalize Certification’.

Certify

Certification Date

10/07/2025

3:23PM

Certifier *

McPherson, Bodhi

Certify as Eligible

Certify as Denied

Finalize Certification

Upon finalizing the certification, the system will advance to the ECIP Summary screen as the Crisis Record is complete.

ECIP Summary

Application Information

Primary Applicant:

Application Type:

Application Status:

Intake Type:

ECIPSample MH

LIHEAP - Standard

Certified with Benefit - Today

Paper Application

Physical Address:

Mailing Address:

Application ID:

Application Date:

123 Test Ln, Augusta, ME 04330

123 Test Ln, Augusta, ME 04330

860602

10/7/2025

Add New Crisis

Purpose	Status	Vendor	Certified Date/Time	Approved (\$)	Action
Fuel	Eligible - Benefit Determined	CN Brown Co-Augusta Heating Oil	10/07/2025 03:23 PM	\$499.77	Edit

Annual Crisis Intervention Benefit Available:

\$0.23

To generate the ECIP Credit Notification:

Navigate to the 'Benefit History' Screen

The ECIP Crisis Record that was created will be listed in the 'Credit Notifications' section.

Select 'Download' to generate the ECIP Credit Notification.

VALIDATION: ✔ VALID Application Questionnaire 5 Files Attached

Application Instances ECIPSample MH +

Benefit History

Application Information

Primary Applicant:	ECIPSample MH	Physical Address:	123 Test Ln, Augusta, ME 04330
Application Type:	LIHEAP - Standard	Mailing Address:	123 Test Ln, Augusta, ME 04330
Application Status:	Certified with Benefit	Application ID:	860602
Intake Type:	Paper Application	Application Date:	10/7/2025

Benefits Issued

Benefit Type	Benefit Date	Recipient	Benefit	Fuel	Rescinded	Invoiced	Outstanding	Paid	Status
+ Standard	10/07/2025	CN Brown Co-Augusta Heating Oil	\$375.00	Oil	\$0.00	\$0.00	\$375.00	\$0.00	Payable

Totals | Benefit: \$375.00 Rescinded: \$0.00 Invoiced: \$0.00 Outstanding: \$375.00 Paid: \$0.00

Credit Notifications

Benefit Type	Fuel Type	Vendor	Approved Date	Balance	Action
ECIP - Fuel	Oil	CN Brown Co-Augusta Heating Oil	10/07/2025	\$499.77	Payment Rescind Download

Prior to issuing the ECIP Credit Notification to the Vendor, confirm all details are listed appropriately.

Save Emergency Worksheet and ECIP Credit Notification in Files under 'Other'. Add description of what is in file. File naming convention should be ECIP, Last Name and Date of ECIP. Example: ECIP-Smith 11-1-2025.

Naming convention for Non-Contracted Vendor and provisional payment documentation is to be ECIP Last Name CAA Payment documentation.

Example: ECIP-Smith KVCAP Payment.