

How To: Enter ECIP for Payment and Upload ECIP Documentation

Once ECIP Documentation has been reviewed and reconciled, CAA must upload all documents associated with the Crisis to the System of Record. Documents may include the following depending on the type of emergency and type of remedy used to avert the Crisis:

- Emergency Worksheet
- System generated Credit Notification
- Manual Credit Notification
- Manual Credit Notification- Provisional CTE/Repair Service
- Metered Delivery Ticket
- Invoice
- Confirmation of restoration or revocation of scheduled disconnect
- Documentation of CAA payment for Non-Contracted Vendor and ECIP Provisional measures, (space heaters, temporary relocation)

ECIP documentation must be uploaded to Files under 'Other'.

To Upload ECIP Documentation in the Case Notes section:

Enter a Case Note/Comment indicating reconciled ECIP documentation has been uploaded and any other information pertaining to the ECIP records.

Click Save.

Upload ECIP Documentation under Files screen only. Select 'Other' in the 'File Type' drop-down.

The screenshot displays the application interface. On the left is a sidebar menu with options: Summary, Application Members, Dwelling, Heating/Cooling Systems, Energy Billing Data, Income, Eligibility, ECIP, Files (highlighted with a red circle), Case Notes, Benefit History, and Application History. The main content area is titled 'Application Information' and contains a table with the following data:

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:	860602
Intake Type:	Paper Application	Application Date:	10/7/2025

Below the table, there is a 'File Type' dropdown menu. The dropdown is open, showing a list of options: Citizenship, Income, Other (highlighted with a red circle), Photo ID, SSN Proof, Utility Bill, and Disconnect Notice. An 'Upload' button is visible below the dropdown. At the bottom, there is a note: 'A maximum of 10 files can be uploaded'.

Select 'Choose File'.

Intake Type: Paper Application

File Type * Other

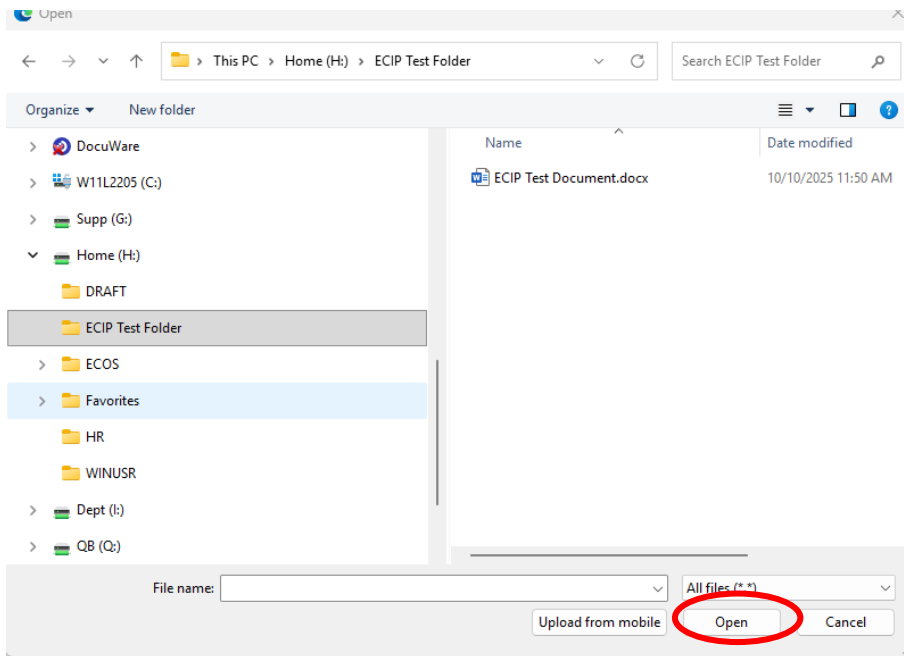
File * **Choose Files** No file chosen

Description

Upload

Find and select the ECIP Documentation File to upload.

Select 'Open'.



In the Description field, enter what the contents are in the file.

Click upload.

ECOS

Maine Housing Training Site

Agency: MSHA

VALIDATION: VALID

Application Instances

< Back

Application Select

Summary

Application Members

Dwelling

Heating/Cooling Systems

Energy Billing Data

Income

Eligibility

ECIP

Files

Case Notes

Benefit History

Application History

ECIPSample MH

+

Application Files FA

Application Information

Primary Applicant: ECIPSample MH

Application Type: LIHEAP - Standard

Application Status: Certified with Benefit - 3 days

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

File Type *

Other

File *

Choose Files

ECIP Test Document.docx

Description

Enter Description of what the file is.

Example ECN, Vendor Delivery Ticket and Invoice

Upload

A maximum total filesize of 25 MB can be uploaded at a time.

The file will be listed with the description to show what the contents are in the file.

Dwelling

Heating/Cooling Systems

Energy Billing Data

Income

Eligibility

ECIP

Files

Case Notes

Benefit History

Application History

Primary Applicant: ECIPSample MH

Application Type: LIHEAP - Standard

Application Status: Certified with Benefit - 3 days

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

File Type *

Other

File *

Choose Files

No file chosen

Description

Enter Description of what the file is.

Example ECN, Vendor Delivery Ticket and Invoice

Upload

A maximum total filesize of 25 MB can be uploaded at a time.

File Name	File Type	Description	File Size	Added On	
1Test document.docx	Citizenship		11.14 KB	10/7/2025 1:58 PM	Delete
1Income Test.docx	Income		13.93 KB	10/7/2025 1:59 PM	Delete
1 Photo ID Test File.docx	Photo ID		13.64 KB	10/7/2025 1:59 PM	Delete
1SSN Test File.docx	SSN Proof		13.14 KB	10/7/2025 1:59 PM	Delete
1Utility Bill.docx	Utility Bill		13.14 KB	10/7/2025 2:02 PM	Delete
ECIP Test Document.docx	Other	Enter Description of what the file is. Example ECN, Vendor Delivery Ticket and Invoice	13.34 KB	10/10/2025 11:55 AM	Delete

To enter ECIP for Payment:

Once Crisis has been remedied, go to the corresponding Credit Notification in the Benefit History:

Select 'Payment'.

The screenshot displays the 'Benefit History' application interface. At the top, there's a navigation bar with 'Application Instances' and a search bar. The left sidebar lists various application components like 'Application Select', 'Summary', 'Application Members', 'Dwelling', 'Heating/Cooling Systems', 'Energy Billing Data', 'Income', 'Eligibility', 'ECIP', 'Files', 'Case Notes', 'Benefit History', and 'Application History'. The main content area is titled 'Benefit History' and includes an 'Application Information' section with details about the applicant (ECIPSample MH), application type (LIHEAP - Standard), status (Certified with Benefit), intake type (Paper Application), physical address, mailing address, application ID (792417), and application date (10/24/2024). Below this is a 'Benefits Issued' section with a table showing a single benefit issued to Fabian Oil Inc.-Oakland for \$345.00. At the bottom is a 'Credit Notifications' section with a table showing a credit notification for ECIP - Fuel, Oil, from Fabian Oil Inc.-Oakland, approved on 10/27/2024, with a balance of \$133.90. The 'Payment' button in the 'Action' column of this table is highlighted with a red circle.

Benefit Type	Benefit Date	Recipient	Benefit	Fuel	Rescinded	Invoiced	Outstanding	Paid	Status
Standard	10/24/2024	Fabian Oil Inc.-Oakland	\$345.00	Oil	\$0.00	\$0.00	\$345.00	\$0.00	Payable

Benefit Type	Fuel Type	Vendor	Approved Date	Balance	Action
ECIP - Fuel	Oil	Fabian Oil Inc.-Oakland	10/27/2024	\$133.90	Payment Rescind Download

The Credit Notification Payment screen will populate.

Enter the following:

- **'Delivery Date'**
 - Fuel Emergency: Date of delivery
 - Utility Disconnect: Date service was restored or disconnect was lifted
 - System Repair: Date of service
 - Space Heater: Date space heater was provided to Household
 - Temporary Relocation: Date of check-in
- **'Delivered Amount'**
 - Fuel Emergency: enter the cost of fuel delivered to be paid by the ECIP benefit
 - All other types: enter the total amount of the ECIP
- **'Units Delivered'**
 - Fuel Emergency: enter the number of units delivered to be paid by the ECIP benefit
 - All other types: enter 1
- **'Delivery Fee'**
 - Fuel Emergency: enter the cost of the delivery/service fee

The 'Price Per Unit' will automatically calculate.

- Notes can be entered to document situations, such as why delivery did not meet the timeframe or why the total amount is less than what was approved.
- Approved Date and Approve By fields will auto populate.

‘Save’.

Credit Notification Payment

Type

ECIP - Fuel

Balance

\$133.90

Fuel Type

Oil

Delivery Date

10/27/2024

Vendor

Fabian Oil Inc.-Oakland

Delivered Amount

\$33.90

Units Delivered

9.42

Delivery Fee

\$100.00

Price Per Unit

3.5987

Payment Amount

\$133.90

Certified Date

10/27/2024 09:15AM

Certified By

McPherson, Lori

Approved Date

10/28/2024

Approved By

McPherson, Lori

Notes

Save

Cancel

Save ECIP Credit Notification, Delivery Ticket and/or Invoice in Files under ‘Other’. Add description of what is in file. File naming convention should be ECIP, Last Name, Vendor Documentation.

Example: ECIP Smith Vendor Documentation.

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

Example: ECIP Smith KVCAP Payment.