

Program:	Home Energy Assistance Program (HEAP)	MHN # 2022-06
Issued by:	MaineHousing Energy and Housing Services Department	Effective Date: 3/10/2022

This MaineHousing Notice is being issued to provide clarification regarding the Energy Crisis Intervention Program (ECIP) process used when issuing ECIP Purchase Orders.

1. TITLE

Reference: HEAP Handbook, Section 33 J.1- Fuel Delivery Purchase Order; Consumer Home Heating Rights- Section 19.2.D- Heating Oil Dealers

A household may be eligible for ECIP if a household member's health and safety is threatened by an Energy or Life Threatening Crisis. The federal LIHEAP Statute requires timely and effective intervention of energy related crises. Pursuant to Section 2604 (c)(1) of the Statute, some form of assistance must be provided to resolve a Life Threatening Crisis (household with no heat) within 18 hours, and an Energy Crisis (imminent risk of no heat) within 48 hours. CAAs are responsible for determining and verifying the type of crisis the household is experiencing. Households presenting themselves in a home energy crisis situation are assisted using the process outlined in the HEAP Handbook, Section 33- Energy Crisis Intervention Program. This includes completing an Emergency Worksheet as a starting point to determine the type of crisis the households is experiencing.

Consumer Home Heating Rights, Section 19.2.D- <https://www.maine.gov/ag/dynld/documents/clg19.pdf> states that consumers are guaranteed the price quoted by the dealer unless the dealer specifically communicates to the consumer that the quoted price is subject to change and that the price the person will pay is the dealer's price on the day the oil is actually delivered.

Traditionally, the number of units to be delivered along with unit price must be placed on the ECIP purchase order (HEAP Handbook Section 33.J.1.e). Due to the recent rapid increase and instability in home energy prices, until further notice, the number of units and unit price is not required to be placed on the ECIP purchase order. CAAs can process ECIPs without a quoted daily cash price. CAAs issue the ECIP purchase order by providing in writing, the ECIP benefit amount that the Vendor cannot exceed. When documenting the ECIP purchase order, CAAs need to take into consideration related delivery fees. The ask for the delivery should not be limited to 100 gallons, rather, Vendors should be instructed to deliver the maximum amount of fuel possible, not to exceed the total amount of available ECIP benefit and taking into consideration delivery fees.

For Example: If a HEAP client has \$600 of ECIP benefit remaining, and there will be a \$150.00 delivery fee, the total amount to be delivered for fuel cannot exceed \$450.00.

Below is what this would look like in the HEAP Cloud system and on the ECIP purchase order.

Donna MH [01/03/2022] X

Application Info **Benefits** History

Qualify Certify Undo Certify

Denied Denied Reason: none Denied Date:

Qualified Allocation

<input type="checkbox"/>	Allocation	Benefit Date	Additional Benefit	Benefit	Balance	Max Remaining
<input type="checkbox"/>	2022TANF		\$0.00	\$0.00	\$0.00	\$0.00
<input type="checkbox"/>	2022HEAP	01/03/2022	\$0.00	\$1,140.00	\$0.00	\$0.00
<input type="checkbox"/>	2022ECIP	03/07/2022	\$0.00	\$600.00	\$0.00	\$0.00

Switch Vendor Add Save Cancel Remove Rescind Upload Document

<input type="checkbox"/>	Vendor	Fuel Type	Quantity	Unit Cost	Amount	Service Date	Agency Approval Date	Approved By	Comment
<input type="checkbox"/>	CN Brown Co-Jay Heating Oil - Oil	Oil	1	\$600.0000	\$600.00				#2 Fuel to be delivered within 18 hours. Not to e

Maine State Housing Authority (MaineHousing)
HOME ENERGY ASSISTANCE PROGRAM
ECIP Purchase Order

ISSUING AGENCY: Community Concepts, Inc

Authorized by: Lori McPherson Agency Fax: 207-743-6513

Agency Phone: 207-743-7716

CAA Address: 17 Market Square P. O. Number 0000015011

South Paris, ME 04281 P. O Date 03/07/2022

TO:

CN Brown Co-Jay Heating Oil
PO Box 200
South Paris, ME 04281
Vendor Phone: (207) 897-3496
Vendor Fax: none
Vendor Email: ho3041group@cnbrown.com
arfa@cnbrown.com

FOR:

Donna M MH
7 Jordan Avenue
Livermore Falls, ME 04254

Phone: **(207) 897-5456**
 Alternate Phone: **none**

Service List:

Fuel Type	Total Cost	Comments
Oil	\$600.00	#2 Fuel to be delivered within 18 hours. Not to exceed \$450.00 in fuel as there is a \$150.00 delivery fee. Certified on 3-7-2022 @ 2:32pm .

2. Notice Contact

Lori McPherson, *HEAP Program Officer- Vendor Relations* ▪ (207) 624-5711 ▪ lmcperson@mainehousing.org
Emily Sparrow, *HEAP Program Officer- Vendor Relations* ▪ (207) 624-5700 ▪ esparrow@mainehousing.org
