

Program: HEAP Fuel Assistance	MHPN # 2023-HEAP-001
Action: Program Clarification and Guidance	Effective Date: 07/03/2023
Issued by: MaineHousing, Energy and Housing Services	Expired Date:

This MaineHousing Notice is being issued to provide clarification regarding Delivery Charges covered by HEAP Benefits and related record keeping.

1. TITLE

MaineHousing sent out an Amendment to the HEAP Vendor Agreement on July 19, 2023. The Amendment states the following: The Chapter 24 HEAP Rule (Rule) was approved with an effective date of July 3, 2023. The approved Rule included a change to the definition of “Incidental Costs”. As of July 3, 2023 certain delivery charges may now be covered with HEAP Benefits. Delivery charges that can now be paid for with HEAP Benefits are: emergency/off route fees, minimum delivery fees, and fees to deliver wood pellets, coal, corn or biobricks.

This notice is to provide clarification to HEAP Vendors regarding the record keeping for such delivery charges. Vendors must include all delivery charges in the customer’s account record. These charges should be listed as a separate line item on the account record and must be recorded on the Annual Consumption Report (ACR) provided to Vendors for completion in May following each heating season. The ACR will include an individual/separate field for vendors to report the amount of delivery charges made to each household.

2. Notice Contact

Troy Fullmer, *Manager of HEAP* ■ 207-624-5743 ■ liheap@mainehousing.org

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*Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330,
Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.*

