

Program: HEAP Fuel Assistance	MHPN # 2023-HEAP-005
Action: Program Guidance Clarification	Effective Date: 7/28/2023
Issued by: MaineHousing, Energy and Housing Services	Expired Date:

This MaineHousing Notice is being issued to provide clarification regarding Comments in the HEAP Cloud software system.

1. Comment Sections Clarification

The comment sections in the HEAP Cloud system are used for documenting any information that is not captured in the Application but is relevant to current or past Applications. HEAP Cloud comments should tell the full story and be clear to anyone reviewing the Application file.

The general comment section is found at the top of an Application. The individual comment sections can be found in the Vendor & Consumption section, the Document section of applications, and in the Qualified Allocation section on the benefits tab. These sections of the Application allow individuals to leave comments specific to certain documents and information.

Clarifications-

- 1.) CAA personnel may choose to capture comments only in the general Comment section of the Application versus placing comments in the individual comment sections of the Application. Comments must still be complete, easy to understand, and tell the full story of the situation.
- 2.) A comment is not necessary for clients who receive a direct check when wood is their requested fuel type. Comments are still required for other direct check situations, such as i.) when the client is responsible for heating costs but fuel account is not in house hold members name, ii.) when the client is using non-contracted vendor, iii.) the Household uses a propane vendor that is not a HEAP participating Vendor, does not own their own tank, and does not have a secondary heating system, or iv.) the Household's dwelling has a shared heating system and/or fuel tank.

2. Notice Contact

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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.*

