

Program: HEAP Fuel Assistance	MHPN # 2023-HEAP-007
Action: Program Guidance Clarification	Effective Date: 07/28/2023
Issued by: MaineHousing, Energy and Housing Services	Expired Date:

This MaineHousing Notice is being issued to provide clarification regarding HEAP Benefits on accounts.

1. HEAP Benefits on account- only with one vendor and for one fuel type.

HEAP Handbook Sections 30: Application Changes; 31- Change of Vendor (Benefit Return); and 32- Change of Address or Change of Product, provide detailed guidance regarding when and how these types of changes are needed and how to handle them. This notice is to clarify that a Household cannot have HEAP Benefits on account with more than one vendor, or for more than one fuel type with the same vendor.

For example- When applying for PY2024 a household requests a different vendor and/or fuel type than the previous year’s application, a Benefit Return and/or Change of Product must be completed for PY2023 benefits that remain unused at the vendor. These actions will ensure that the Benefit is only with one vendor and only for one fuel type.

2. Notice Contact

Troy Fullmer, *Manager of HEAP* ▪ 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.*

