

Program: HEAP Fuel Assistance	MHPN # 2023-HEAP-011
Action: Provide Guidance Clarification	Effective Date: 08/11/2023
Issued by: MaineHousing, Energy and Housing Services	Expired Date:

This MaineHousing Notice is being issued to provide guidance regarding CAAs having the ability to do a preprinted HEAP Application when the HEAP software system is not accessible due to no internet access.

1. TITLE

Community Action Agencies (CAAs) may take HEAP Applications out in the field and some areas may not have internet access. Rather than CAAs completing an Application manually, CAAs may create a new from prior Application and print it. This Application can then be used as the PY2024 Application for the Applicant to review, make changes and sign.

The Create Date will populate the day the PY2024 was created in the HEAP Cloud, however, CAAs will need to make a comment on the hard copy Application and in HEAP Cloud of the reason why the Create Date and Applied Date do not match.

Example of comment: PY2024 Application was preprinted. Intake appointment was completed at Danforth Town Office on 8/10/2023.

Please note: This process is only intended for when CAAs do not have access to HEAP Cloud for an intake appointment due to no internet access when scheduling field appointments.

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.*

