

Home Energy Assistance Program

Vendor Training for PY2021



Presented by:
MaineHousing
 Energy and Housing Services Department
 September 24 & 29, 2020



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Agenda Overview



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Topic	Presenter
Welcome and Agenda Overview	Troy Fullmer
HEAP Overview	Troy Fullmer
Use of Benefits	Troy Fullmer
Fuel Pricing	Lori McPherson
Consumer Home Heating Rights	Tracy Thompson, Attorney General's Office
TANF Supplemental Benefits	Emily Sparrow & Angie Desrochers
Recordkeeping	Lori McPherson
Annual Consumption Reporting	Casey Edebach
Benefits and Payments	Laura James
Benefit Returns	Casey Edebach
Energy Crisis Intervention Program (ECIP)	Lori McPherson
Vendor Agreements and PII	Lori McPherson & Angie Desrochers
Questions	



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HEAP Program Team

- Lori McPherson, Vendor Compliance Officer
- Emily Sparrow, Program Compliance Officer
- Vanessa Taylor, Program Compliance Officer
- Laura James, Program Officer
- Casey Erlebach, Vendor Compliance Officer
- Angie Desrochers, Program Assistant
- Troy Fullmer, Manager of HEAP



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Training Materials and Resources



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Vendor Web Portal

<https://mainehousing.org/partners/partner-type/community-agencies/heap-vendors>

A screenshot of the Vendor Web Portal on the Maine Housing Authority website. The page title is "HEAP Vendors". It features a navigation menu with "About Us", "Programs & Services", "Partners", "Policy & Resources", and "Contact Us". The main content area is divided into several sections: "Maine Community Agency" with a "Homepage" link; "Calendar of Events" with a "calendar" link; "Contacts" with links for "C&A Energy Contacts" and "Manufacturing 2000 Contacts"; "Program Forms, Manuals & Brochures" with links for "Search Return Form (08/24/2020)", "Search Return Form Instructions (08/24/2020)", "Annual Transition Report Request", "Annual Transition Report Form - 08/05/20", and "Annual Vendor Reference Guide FY2020 (01/05/2020)"; "Education & Training Opportunities" with a link for "Vendor Training FY2020 (01/05/2020)"; "Outreach & Marketing"; "Technical Support & Resources" with links for "FY 2020 Vendor Handbook (03/04/2020)", "Eligible for Home Energy Assistance Program Rule - effective 10/1/2020", "FY 2020 HEAP State Plan", and "Eligible 100-1000AF eligible General's Form Sheet"; and "Updates & Notices".



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HEAP Grant



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Intent of HEAP



- Help income-eligible Households with their home energy costs
- Not designed to pay Household's total heating costs



8 Handbook Section I: Introduction

Federally Funded



- Administered by Health & Human Services
- Grant period Oct 1 – Sept 30 (FFY)
- Funds given to Grantees in/around November 1
- Governed by LIHEAP Statute (law passed by Congress)



9 Handbook Section I: Introduction

State Guidelines



- Consistent with federal requirements
- State rulemaking
HEAP Rule – Chapter 24
- State Plan - grant application
- Vendor Handbook

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Handbook Section 1: Introduction



Annual Public Hearings – June

HEAP Rule – Chapter 24

HEAP State Plan (grant application)

Vendors are encouraged to participate in the public hearing process, including any stakeholder meetings held prior to the Public Hearing.

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Application Period



HEAP Fuel Assistance
August 24, 2020 thru July 15, 2021



Energy Crisis Intervention Program
Nov. 1, 2020 thru April 30, 2021

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Use of Benefits



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Home Energy Types



Oil	Wood Pellets
Kerosene	Corn
Propane	Bio-Bricks
Electricity	Coal
Natural Gas	Firewood



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Use of Benefits

Must be consistent with Vendor Voucher Report or Credit Notification Report, which identifies the approved:

- Home Energy type
- Physical Address (service location)
- Account Information



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Handbook Section 6: Use of Benefits

Contact MaineHousing



If there is a question about fuel type, delivery address, or account information listed on Vendor Voucher or Credit Notification Report.



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Approval Required



Any deviations from Vendor Voucher Report or Credit Notification Report must be approved in writing by MaineHousing.



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Notify MaineHousing



- Client has remaining HEAP funds on account and moves to new service location
- MaineHousing must authorize use of Benefits for new service location



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Kerosene vs. Oil

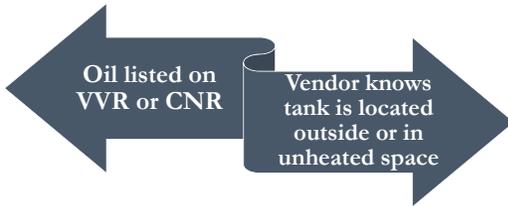
If Vendor Voucher Report or Credit Notification Report lists kerosene as approved fuel type, Benefits cannot be used for oil (even if client requests oil).



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Handbook Section 6: Use of Benefits

Contact MaineHousing if:



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Delivery Options



Vendor may deliver entire benefit amount even if client orders smaller amount, unless:

- All Household members are moving
- Heating System has mechanical difficulties
- Storage tank or hopper is being replaced or not up to code



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Handbook Section 6: Use of Benefits



HEAP Benefits may be applied to price protection plans.

Cannot be used for downside protection fees

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Handbook Section 6: Use of Benefits





Cannot be used for:

- Delivery fees (except ECIP)
- Hazmat or fuel recovery fees
- Late fees
- Clean and repair service charges
- Security deposits

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Handbook Section 6: Use of Benefits



NEW

HEAP and TANF Supplemental Benefits cannot be applied to eligible deliveries that have already been paid for.

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Handbook Section 6: Use of Benefits



Covering Balances Due

Retroactive use of Benefits is allowed only if Vendor's **electronic** records document the transaction details associated with applying Benefits to prior deliveries that have not been paid.

- Vendor's electronic systems must have the capacity to clearly document retroactive coverage of deliveries.
- Manual histories cannot be used as a supplement to electronic systems that do not have adequate capacity for such documentation.



What is an eligible delivery?

- Deliveries made on or after October 1 of the applicable Program Year;
- Deliveries made adhering to all details listed on the Credit Notification/Vendor Voucher Report





Ineligible Deliveries

- Deliveries not adhering to all details listed on the Credit Notification/Vendor Voucher Report, including non-approved Home Energy types
- Deliveries already paid by towns, General Assistance (GA), other organizations, clients, family/friends
- Deliveries to be paid by towns, GA or other organizations



Fuel Pricing



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Maximum Price Per Unit

For units paid by HEAP, TANF Supplemental or ECIP, price per unit **cannot** be greater than vendor's daily cash price.

Price cannot be based on charge price



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Handbook Section 7: Vendor Pricing

Vendor Discount Programs

If a HEAP client is eligible for a discount which is lesser than the retail cash price, Vendor must give the discount on gallons paid by HEAP.



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Handbook Section 7: Vendor Pricing

Vendor Discount Programs

Charge Price	Retail Cash Price	Discount Rate	Required HEAP Price
\$2.399	\$2.299	Veteran \$2.269	\$2.269 (Veteran)
\$2.899	\$2.799	Senior \$2.769	?

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Handbook Section 7: Vendor Pricing



Consumer Home Heating Rights Chapter 100

Tracy Thompson
 Consumer Protection Division
 Office of Attorney General

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Office of the Attorney General
SYLLABUS FOR HEAP VENDOR TRAINING

The Office of the Attorney General has the honor of inviting you to attend the 2021 HEAP Vendor Training on October 27-29, 2021. The training will be held at the University of Maryland System. If a customer has adopted the aHEAP program, please contact the Office of the Attorney General for more information.

Meeting Dates:
 OCTOBER 27-29, 2021

Meeting Location:
 UNIVERSITY OF MARYLAND SYSTEM

Registration:
 Registration is required for this training. The fee is \$100.00. The fee includes a meal and a certificate of completion. The fee is non-refundable. The fee is due at the time of registration. The fee is due to the Office of the Attorney General. The fee is due to the Office of the Attorney General. The fee is due to the Office of the Attorney General.

Agenda:

- 1. Introduction to the aHEAP program
- 2. Overview of the HEAP program
- 3. Overview of the aHEAP program
- 4. Overview of the aHEAP program
- 5. Overview of the aHEAP program
- 6. Overview of the aHEAP program
- 7. Overview of the aHEAP program
- 8. Overview of the aHEAP program
- 9. Overview of the aHEAP program
- 10. Overview of the aHEAP program

Additional Information:

- The training is held at the University of Maryland System.
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Contact Information:

Office of the Attorney General
 100 North E Street
 Annapolis, MD 21401
 Phone: 410-326-7000
 Fax: 410-326-7001
 Email: attorney@md.gov

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TANF Supplemental Benefits



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TANF Supplemental Benefits



State of Maine DHHS provides up to \$3M annually in TANF funds to MaineHousing.

Funds must be used to provide **supplemental** fuel assistance to HEAP-eligible families with children.



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Vendor Handbook Section 5 & Appendix F: TANF Supplemental Benefits

Who is eligible?

Household will be eligible for TANF Supplemental Benefits if the Household:

- Received a current Program Year HEAP benefit
- Has member under the age of 18



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Vendor Handbook Section 5 & Appendix F: TANF Supplemental Benefits

Credit Notification Report

Guarantees payment post delivery

Deliveries must adhere to Credit Notification details (address, fuel type, account number, etc.)



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Vendor Handbook Section 5 & Appendix F: TANF Supplemental Benefits

Order of priority for using benefits

1. PY 2020 HEAP
2. PY 2020 TANF Supplemental
3. PY 2021 HEAP
4. PY 2021 TANF Supplemental



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Vendor Handbook Section 5 & Appendix F: TANF Supplemental Benefits

Post Delivery Payment

- Metered delivery ticket – oil, kerosene and propane
- Invoice – all other fuel types
- Transaction report showing delivery/purchase and payment activity from previous May 1 through date of delivery being invoiced
- Failure to submit proper documentation may result in delayed payment. Repeat non-compliance may lead to termination of agreement with Vendor.



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Vendor Handbook Section 5 & Appendix F: TANF Supplemental Benefits

Oil, Kerosene and Propane

If amount on delivery ticket is greater than amount billed to TANF Supplemental, provide an invoice or notate ticket with dollar amounts paid by:

- TANF Supplemental
- HEAP (if applicable)
- Client or third-party (if applicable)

Sign and date changes on the ticket

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Vendor Handbook Section 5 & Appendix F: TANF Supplemental Benefits



Post Delivery Payment

MaineHousing reviews Vendor's documentation to validate HEAP benefits have been exhausted and appropriately used.

TANF Supplemental payment issued within 10 business days of receipt and approval of all documentation

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Vendor Handbook Section 5 & Appendix F: TANF Supplemental Benefits



Recordkeeping Requirements



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Detailed records are required to:

- Fully account for use of federal dollars
- Support federal reporting requirements, including Annual Consumption Reports

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Documentation Requirements

- Delivery tickets
- Daily Cash Price Log
- Wood Pellets, Corn or Bio-Bricks: invoices for pickups and deliveries
- Price protection plans (signed)

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Metered Delivery Ticket

- Customer name
- Delivery address
- Date of delivery
- Type of fuel delivered
- Units delivered
- Price per unit
- Total

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Manual Transaction Record

If Vendor maintains HEAP account records manually (i.e. no electronic system), Vendor must use MaineHousing's Manual Transaction Report Form.

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Handbook Section 13: Recordkeeping



Section 9 - Recordkeeping

All records for benefit transactions that occurred during contract term must be retained for 3 years after agreement expiration date.

Vendor Agreement Term	Disposal Date
7/1/2016 to 9/30/2017	10/1/2020
10/1/2017 to 6/30/2018	7/1/2021
7/1/2018 to 6/30/2019	7/1/2022

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Handbook Section 13: Recordkeeping



HEAP Client Account Records

- Name and delivery/service address
- All posted transactions for Home Energy purchases paid (or unpaid) by HEAP, TANF Supplemental, ECIP, client, or another party
- Amount of any remaining HEAP balance

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Handbook Section 13: Recordkeeping



Posting Transactions



- Do not adjust units, price per unit, or total delivery cost to “zero out” small HEAP or TANF credit balances
- Do not write-off or absorb small HEAP or TANF credit balances

All federal/state funds must be fully accounted for

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Annual Consumption Report (ACR)

Applicant Name	Account#	Phys_Add	Phys_Type	FuelType	HEAP	ECIP	Total	HEAP	ECIP	Total	HEAP	ECIP	Total	HEAP	ECIP	Total	HEAP	ECIP	Total
Orange, Melissa	2233	2 Oakdale Ave	Apartment	Gas	\$40.00	\$0.00	\$40.00	\$0.00	\$0.00	\$40.00	\$0.00	\$0.00	\$40.00	\$0.00	\$0.00	\$40.00	\$0.00	\$0.00	\$40.00
Marty, Dave	4444	12 Maple Road	Chalet	LP	\$400.00	\$0.00	\$400.00	\$0.00	\$0.00	\$400.00	\$0.00	\$0.00	\$400.00	\$0.00	\$0.00	\$400.00	\$0.00	\$0.00	\$400.00
Peter, Harry	5678	4 Pine Drive	Garage	Kerosene	\$400.00	\$0.00	\$400.00	\$0.00	\$0.00	\$400.00	\$0.00	\$0.00	\$400.00	\$0.00	\$0.00	\$400.00	\$0.00	\$0.00	\$400.00
Victory, Ronald	9010	8 Sunset Road	Village	Oil	\$374.00	\$20.00	\$394.00	\$0.00	\$0.00	\$394.00	\$0.00	\$0.00	\$394.00	\$0.00	\$0.00	\$394.00	\$0.00	\$0.00	\$394.00
Total Accounts					\$1,014.00	\$20.00	\$1,034.00	\$0.00	\$0.00	\$1,034.00									

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Purpose of ACR

- Account for use of HEAP & ECIP funds
- Determine household's heating costs
- Comply with federal reporting requirements

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PY2021 ACR Reporting Period

- Captures all deliveries and use of benefits from May 1, 2020 thru April 30, 2021
- Total fuel costs reported on ACR are used to determine household benefits for following Heating Season



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Handbook Section 14: Reporting Requirements

Pre-Populated Fields

Home Energy Assistance Program							
Annual Consumption Report							
Due Date: June 7, 2021							
Reporting Vendor: Hogwarts Energy							
ApplicantName	Account#	Phgs_Addr	Phgs_Town	FuelType	LIHEAP_De	ECAP_De	Prior_Yr Ben
Gardner, Hermone	22333	2 Dumbledore Avenue	Augusta	Oil	\$640.00	\$0.00	\$0.00
Malloy, David	4444	192 Magid Road	Chelsea	LP	\$600.00	\$0.00	\$480.96
Platter, Henry	5678	4 Flivver Drive	Gardner	Kerosene	\$488.00	\$0.00	\$300.00
Vivates, Ronald	9011	15 Burrow Road	Vinalton	Oil	\$974.00	\$281.90	\$0.00
Total Benefits:					\$2,122.00	\$281.90	\$580.96
Report Completed By: _____							
Print Name: _____							
Date Completed: _____							
Phone Number: _____							
Email Address: _____							



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Handbook Appendices C & D: ACR Instructions

Fields Completed by Vendor

LIHEAP_Gal/kWh	ECIP_Gal/kWh	Total_HH_Gal/kWh	Total_HH_Cost	Ben_Rem	PayPlan	Notes
200.0		200.0	469.8	170.2		
375.0		375.0	1026.63	34.33		
228.0		280.0	710.82	2.18		
339.15	100.0	503.2	1449.41	0.00		



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Handbook Appendices C & D: ACR Instructions

LIHEAP Gallons/kWh

- The number of units the client purchased using HEAP funds is to be entered in this column.
- Gallons covered by a 'Prior Year Benefit Remaining' would also be included.
- Only gallons purchased using HEAP exclusively should be in this column (not TANF or ECIP)
- Electricity & Natural Gas Vendors **only**: Disregard this column



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Handbook Appendices C & D: ACR Instructions

ECIP Gallons/kWh

- The number of units purchased with the client's ECIP benefit is to be indicated here.
- Total should not be the same as the LIHEAP Gallons/kWh or Total Household Gallons/kWh unless an ECIP delivery was the only delivery made to the household.
- Electricity & Natural Gas Vendors **only**: Disregard this column



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Handbook Appendices C & D: ACR Instructions

Total Household Gallons/kWh

- Indicate in this column the **total number** of units delivered within the reporting period for the type of fuel identified on the Vendor Voucher Report.
- The Total Household Gallons includes the HEAP gallons, TANF Supplemental gallons and the ECIP gallons, LIAP (for electricity Vendors) plus any other fuel purchased out of pocket, by a charity, or even a relative.



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Handbook Appendices C & D: ACR Instructions

Total Household Gallons/kWh (cont'd)

- For Kerosene clients **ONLY**, if a blend or #2 Fuel was purchased, include all gallons purchased for both products in this columns total. (This is for consumption reporting purposes **ONLY**.)
- Additional fuel tanks for heating an outbuilding/garage or non-heating purposes (such as cooking) must not be included.
- Those vendors that deliver wood pellets, bio-bricks, corn or coal will identify the reported weight amount in the notes column.



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Handbook Appendices C & D: ACR Instructions

Total Household Cost

- Indicate in this column the **total cost** for units delivered within the reporting period for the type of fuel identified on the Vendor Voucher Report.
- The Total Household Cost includes costs for the delivery of HEAP, ECIP, TANF Supplemental units and LIAP (for Electricity Vendors), plus any other fuel purchased out of pocket, by a charity, or even a relative.



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Handbook Appendices C & D: ACR Instructions

Total Household Cost (cont'd)

- For Kerosene clients **ONLY**, if a blend or #2 Fuel was purchased, include the cost of all gallons purchased for both products in this columns total. (This is for consumption reporting purposes **ONLY**.)
- Costs for deliveries to additional fuel tanks for heating an outbuilding/garage or non-heating purposes (such as cooking) must not be included.
- Annual cost totals **must NOT include** service charges, late fees or reconnection charges – **only the cost for actual fuel delivered.**



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Handbook Appendices C & D: ACR Instructions

Benefit Remaining

- **'Deliverable' vendors:** (Oil, K1, LP, Wood Pellets, Bio-Bricks, Coal & Corn): Indicate any HEAP funds (current & prior year) remaining on account for the customer in this field. Do not report any credit balances resulting from private purchases; ONLY HEAP funds.
- **Electric & Natural Gas Vendors:** Indicate both remaining HEAP and TANF supplemental funds, **do not** include credit balances resulting from private purchases or LIAP Benefits.
- Remaining benefits from PY2020 must be delivered prior to 5/1/2021 and that portion of the Benefit Remaining column must be returned to MaineHousing.



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Handbook Appendices C & D: ACR Instructions

Payplan

- Payment Plan Code – if the household participated in a Supplier Payment Plan, indicate the type and description of the plan (examples: BP=budget plan; PB=pre-buy; CAP=cap pricing, LL=Landlord rates, etc.).
- **Do not enter more than 6 characters; if an explanation is required please provide in the notes column.**



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Handbook Appendices C & D: ACR Instructions

Notes

This field is space for a Vendor to make notes about the household, to include the below examples, if applicable:

- Updates to account number
- If an address or fuel type on the report is different
- Updates to amount of ECIP payment or Prior Year Benefit Remaining
- Weight amount purchased for Wood Pellet, Bio-Bricks, Corn and Coal
- If the customer's account was used to purchase fuel for more than one dwelling (i.e., duplex), or outbuilding
- Payplan explanations more than 6 characters
- Client is deceased
- Monies returned to MaineHousing



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Handbook Appendices C & D: ACR Instructions

Additional Points:

- If you have subsidiaries and have transferred funds internally, you are still required to report consumption information. **Please do not leave blank.**
- DO NOT round to the nearest whole number or dollar when entering information.



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Handbook Appendices C & D: ACR Instructions

For Submissions Completed Electronically:

- Do NOT change the format of the report (do not add, delete/hide columns, change headings etc.).
- All number fields must be numeric with no dollar signs (\$). Enter a value or leave at '0'.
- All fields must be numeric; no symbols (do not use !@#%&^&*()~+=-.{}|;:'<>,/?'"")



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Handbook Appendices C & D: ACR Instructions

Annual Consumption Report Examples

ApplicantName	Account#	Phys_Addr	Phys_Town	FuelType	LIHEAP_Ben	ECIP_Ben	Prior_Yr	Ben Ren
Granger, Hermione	22333	2 Dumbledore Avenue	Augusta	Oil	\$640.00	\$0.00	\$0.00	
Malfroy, Draco	4444	192 Hagrid Road	Chelsea	LP Gas	\$600.00	\$0.00	\$460.96	
Potter, Harry	5678	4 Privet Drive	Gardiner	Kerosene	\$488.00	\$0.00	\$120.00	
Weasley, Ronald	91011	15 Burrow Road	Winslow	Oil	\$974.00	\$281.90	\$0.00	



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Hermione Granger #22333

History Dates: 5/1/2020 - 4/30/2021		Starting Bal: \$0.00					
Posting Date	Description	Reference #	Tank #	Units	PPU	Amount	Balance
12/1/2020	HEAP Payment	120120				-\$640.00	-\$640.00
2/21/2021	#2 Fuel Delivery	2771	1	100	2.349	\$234.90	-\$405.10
4/25/2021	#2 Fuel Delivery	3554	1	100	2.349	\$234.90	-\$170.20
Total:				200		Balance:	-\$170.20

LIHEAP_Gal/	ECIP_Gal/	Total_HH_Gal/	Total_HH_Cost	Ben Rem
200.0		200.0	469.8	170.2

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Draco Malfoy #4444

History Dates: 5/1/2020 - 4/30/2021		Starting Bal: -\$460.96					
Posting Date	Description	Reference #	Tank #	Units	PPU	Amount	Balance
8/27/2020	LP Gas Delivery	82720	1	50	2.699	\$134.95	-\$326.01
10/15/2020	LP Gas Delivery	101520	1	50	2.699	\$134.95	-\$191.06
11/1/2020	HEAP Payment	110120				-\$600.00	-\$791.06
11/27/2020	LP Gas Delivery	112720	1	50	2.699	\$134.95	-\$656.11
12/30/2020	LP Gas Delivery	123010	1	50	2.739	\$136.45	-\$519.66
1/24/2021	LP Gas Delivery	12421	1	75	2.799	\$209.93	-\$309.73
2/22/2021	LP Gas Delivery	22221	1	50	2.779	\$138.95	-\$170.78
4/2/2021	LP Gas Delivery	40221	1	50	2.729	\$136.45	-\$34.33
Total Units:				375		Balance:	-\$34.33

LIHEAP_Gal/	ECIP_Gal/	Total_HH_Gal/	Total_HH_Cost	Ben Rem
375.0		375.0	1026.63	34.33

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Harry Potter #5678

History Dates: 5/1/2020 - 4/30/2021		Starting Bal: -\$120.00					
Posting Date	Description	Reference #	Tank #	Units	PPU	Amount	Balance
9/4/2020	K1 Delivery	2955	1	50	2.500	\$125.00	\$5.00
9/4/2020	#2 Delivery	2956	2	50	2.000	\$100.00	\$105.00
9/4/2020	CC Payment	90420				-\$105.00	\$0.00
1/11/2021	K1 Delivery	5432	1	180	2.699	\$485.82	\$485.82
1/13/2021	HEAP Payment	11321				-\$488.00	-\$2.18
Total Units:				280		Balance:	-\$2.18

LIHEAP_Gal/	ECIP_Gal/	Total_HH_Gal/	Total_HH_Cost	Ben Rem
228.0		280.0	710.82	2.18

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Ronald Weasley #91011

Posting Date	Description	Reference #	Tank #	Units	PPU	Amount	Balance
11/23/2020	#2 Fuel Delivery	65498	1	100	2.819	\$281.90	\$281.90
12/4/2020	ECIP Payment	65498				-\$281.90	\$0.00
12/26/2020	HEAP Payment	2021				-\$974.00	-\$974.00
12/30/2020	#2 Fuel Delivery	77777	1	200	2.897	\$579.40	-\$394.60
2/28/2021	#2 Fuel Delivery	98765	1	100	2.879	\$287.90	-\$106.70
4/6/2021	#2 Fuel Delivery	35497	1	103.2	2.909	\$300.21	\$193.51
Total Units:						503.2	Balance: \$193.51

LIHEAP_Gal/ECIP_Gal	Total_HH_Gal/Total_HH_Cost	Ben_Rem
339.15	100.0	503.2
	1449.41	0.00

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Benefits and Payments



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Primary Applicant

- Selects Vendor at time of application
- May choose to have Benefit issued for secondary Heating System

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MaineHousing issues payments weekly

The following Tuesday, Benefit Notification letters are mailed to clients whose HEAP benefits were issued the prior week.



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Vendor Voucher Report (VVR)

- Primary Applicant's name
- Delivery address
- Phone number
- Benefit amount
- Home Energy type
- Account info



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Vendor Handbook Section 8: Payments

Vendor Voucher Report

- Vendor Voucher Reports will be issued separately for each Program Year.
- Program Year is designated on the 'Payment Memo or Check Memo' portion of the Vendor Voucher Report.
- Please ensure that Benefits are posted appropriately.



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Vendor Handbook Section 8: Payments

Effective for PY2021

- ACH Vendors will no longer receive prior year's benefits in the form of a paper check.
- ACH Vendors will now receive ACH Deposits for all Program Years.

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Maine State Housing Authority
28 Edison Drive
Augusta, ME 04330



VENDOR VOUCHER REPORT

Hogwarts Energy
934 Scotland Road
Augusta, ME 04330

Hogwarts Energy

Payment Issue Date: 12/03/2021

Payment Month: 202106AD

Vendor Payment Id: 877

Primary Applicant	Physical Address	Phone	Payment Amount	Fuel Type	Account Information
Harry J Hether	4 Privat Drive, Gardiner	(207) 777-2442	\$488.00	Kerosene	Harry J Hether, 5678

Total: \$488.00

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Contact MaineHousing if:

- Vendor Voucher Report does not match your records
- You suspect there has been a duplicate payment made for a client

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BENEFIT RETURNS



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What is a Benefit Return?

A return of unused HEAP funds on Household's account with fuel vendor



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Section 9: Benefit Returns

How is the return initiated?

CAA, MH, or Vendor completes Benefit Return Form



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Section 9: Benefit Returns

Why are Benefits returned?

- CAA or MaineHousing requests return
- Account inactive 12 consecutive months
- Benefit has expired
- An overpayment was determined

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Section 9: Benefit Returns

Why are Benefits Returned?

- Sole (only) member of Household is deceased
- Client moves out of delivery area
- Client terminates account with Vendor
- Termination of Vendor Agreement

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Section 9: Benefit Returns

CAA Responsibilities

- Obtain written request and supporting documentation from Primary Applicant
- Complete Benefit Return Form
- Send form to MaineHousing and Vendor via secure email or fax

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Section 9: Benefit Returns

Vendor Responsibilities

- Reconcile account
- Return funds and transaction history to MH within fifteen (15) calendar days
- If there are no funds to be returned then a copy of the Benefit Return Form and a transaction history should be sent to MaineHousing and indicate that there are no funds to be returned.



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Section 9: Benefit Returns

Required Documentation



- Benefit Return Form
- Detailed transaction report – May 1 forward
 - Example: PY 2021 transaction history from May 1, 2020 to current



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When do benefits expire?

Program Year	Must use by	Cannot use on or after
2020	Oct. 1, 2019- Apr. 30, 2021	May 1, 2021
2021	Oct 1, 2020- Apr. 30, 2022	May 1, 2022

PY 2019 benefits have expired and cannot be reissued. They must be returned to MaineHousing immediately



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Section 9: Benefit Returns

Sweep Accounts in May



- Return expired funds by June 30
- Submit Benefit return form for each client or a spreadsheet for multiple clients
- Provide transaction report for each client

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Section 9: Benefit Returns



Benefit Returns

- De minimus balances (\$25 or less) do not need to be returned until accounts are “swept” at the end of the program year; however, Vendor must still provide a transaction history to MaineHousing to validate the amount that will be returned.
- Repeated disregard of Benefit Returns may result in:
 - MaineHousing audit
 - Placement on Watch List
 - Termination

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Section 9: Benefit Returns



Questions about an outstanding Benefit Return request?



Contact CAA or MaineHousing

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Section 9: Benefit Returns



Energy Crisis Intervention Program



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Purpose

Avert Energy or Life Threatening Crisis
(November 1 thru April 30)



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Handbook Section 10: Energy Crisis Intervention Program

Allowable Measures

- Home Energy deliveries and Delivery Fees
- Utility disconnects
- Minor Heating System repairs



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Handbook Section 10: Energy Crisis Intervention Program

Household may be eligible if:

No heat or risk of losing heat

- ≤ 1/8 tank of oil/kerosene
- ≤ 25% in propane tank
- ≤ 3-day supply of Home Energy



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Handbook Section 10: Energy Crisis Intervention Program

Household may be eligible if:

Facing a heating crisis due to Heating System malfunction

ECIP can cover repairs if authorized by CAA purchase order



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Handbook Section 10: Energy Crisis Intervention Program

Energy Crisis

Crisis must be averted within 48 hours

Life Threatening Crisis

Crisis must be averted within 18 hours



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Handbook Section 10: Energy Crisis Intervention Program

ECIP Benefit Amount

- Any remaining HEAP benefits and/or TANF Supplemental credits must be used in conjunction with or in lieu of ECIP funds
- ECIP maximum benefit equals \$400 minus any remaining HEAP and TANF Supplemental Benefits



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Handbook Section 10: Energy Crisis Intervention Program

Eligible Households

May receive more than one ECIP benefit in a given Program Year if total benefits do not exceed \$400.



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Handbook Section 10: Energy Crisis Intervention Program

ECIP - Allowable Uses

- Fuel type specified on purchase order
- Delivery fees and charges for restarts/safety checks
- Minor Heating System repairs

Must be pre-authorized by CAA and included on purchase order



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Handbook Section 10: Energy Crisis Intervention Program

CAA contacts Vendor to:



- Verify last delivery information – date and number of units delivered
- Any remaining HEAP Benefits or TANF Supplemental Credits
- Confirm Vendor can make delivery within required timeframe (i.e. 18 or 48 hours)
- Determine if Vendor can do an upfront delivery pending receipt of a HEAP Benefit



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Handbook Section 10: Energy Crisis Intervention Program

CAA contacts Vendor to:



- Confirm cash price per unit
- Determine amount of delivery charge (if any)
- Identify need and charges for restart or safety check



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Handbook Section 10: Energy Crisis Intervention Program

Vendor confirms

- $HEAP \text{ units} = HEAP \text{ credit} \div \text{cash price}$
- $TANF \text{ Supp units} = TANF \text{ credit} \div \text{cash price}$
- $ECIP \text{ amount (fuel)} = \# \text{ units} \times \text{cash price}$



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Handbook Section 10: Energy Crisis Intervention Program

Purchase Order



CAA will email or fax purchase order to Vendor to confirm details of ECIP requirements and authorized dollar amount

Verbal purchase orders should be exception not standard practice

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Handbook Section 10: Energy Crisis Intervention Program



Purchase Order

- Date PO is issued
- Primary Applicant's name & delivery address
- Home Energy type
- Dollar amount authorized by CAA (based on cash price quoted by Vendor plus delivery charges and costs for restart or safety check)
- Delivery time requirements (18 or 48 hours)

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Handbook Section 10: Energy Crisis Intervention Program



Vendor Responsibilities



- Refuse purchase order if cannot meet delivery time requirements
- Contact CAA immediately if full amount cannot be delivered
- ECIP deliveries must be reported on ACR, even if not regular client

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Handbook Section 10: Energy Crisis Intervention Program



ECIP Payments

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Handbook Section 10: Energy Crisis Intervention Program



Documentation Required for Payment

- Metered delivery ticket
- Written confirmation of the date and time that service was restored or disconnect notice was cancelled (Electricity/Natural Gas)
- Invoice (if required)



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Handbook Section 10: Energy Crisis Intervention Program



Vendor invoice required if:

Delivery ticket does not account for all charges approved on purchase order (ex. delivery fees or restart/safety check charges)

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Handbook Section 10: Energy Crisis Intervention Program



Oil/Kerosene and Propane

If amount on delivery ticket is greater than ECIP purchase order, notate ticket with dollar amounts paid by:

- ECIP
- HEAP or TANF Supplemental (if applicable)
- Customer or third-party (if applicable)

Sign and date ticket

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Handbook Section 10: Energy Crisis Intervention Program



ECIP Payments



CAA reviews documentation and authorizes payment

MaineHousing issues payment within 10 business days

If payment is not received within appropriate timeframe, contact MaineHousing

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Handbook Section 10: Energy Crisis Intervention Program



UPFRONT DELIVERY REQUESTS

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Handbook Section 10: Energy Crisis Intervention Program



Upfront Delivery Definition

NEW

An Upfront is when a Household presents an Energy Crisis situation and their Vendor can avert the Energy or Life threatening crisis by using the HEAP Benefit that is scheduled to be paid out within 10 days of the upfront request.



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Handbook Section 10: Energy Crisis Intervention Program

Upfront Requests

When Households present an Energy Crisis situation, the CAA or MaineHousing will work with Vendors to determine if an Upfront delivery is the best course of action to avert the Energy Crisis.



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Handbook Section 10: Energy Crisis Intervention Program

CAA contacts Vendor to:



- Verify last delivery information – date and number of units delivered
- Any remaining HEAP Benefits or TANF Supplemental Credits
- Confirm Vendor can make delivery within required timeframe (i.e. 18 or 48 hours)
- Determine if Vendor can do an upfront delivery pending receipt of a HEAP Benefit



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Handbook Section 10: Energy Crisis Intervention Program

Difference between Upfront & ECIP Deliveries 

- An Upfront is authorized by receiving an Upfront Delivery Request Form
- An ECIP is authorized by using a Purchase Order
- An Upfront will be paid with HEAP Benefits that will be issued the week the Upfront is requested or the following week

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Difference between Upfront & ECIP 

- ECIP will be paid within 10 business days from receipt and approval of the ECIP documentation.
- An Upfront delivery can have a delivery fees charged but will be paid by ECIP and not by the HEAP Benefit

Vendors will be guaranteed payment upon receipt of an Upfront Form and/or an ECIP Purchase Order

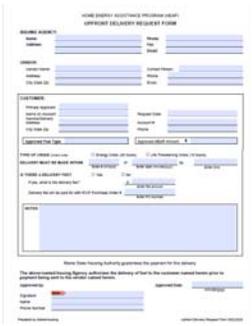
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Upfront Delivery Request Form or an ECIP PO 

- For an Upfront the Vendor will receive an Upfront Request Delivery Form.
- For an ECIP a vendor will receive an ECIP Purchase Order
- For an Upfront delivery that requires a delivery fee will receive an Upfront Form and an ECIP Purchase Order.

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Upfront Delivery Request Form



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Handbook Section 10: Energy Crisis Intervention Program



Vendor Agreement Reminders



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Section 17 – Sale of Business

- Notify MaineHousing 30 days before closing or sale
- Return HEAP funds to MaineHousing
- Close-out audit to reconcile HEAP funds



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Handbook Section 15: Monitoring/Auditing Practices

Section 17 – Sale of Business

Remaining HEAP funds must be returned to MaineHousing.

Do not transfer HEAP funds to another company or HEAP Vendor, or issue directly to client.



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Handbook Section 15: Monitoring/Auditing Practices

Section 15 – Confidentiality

Protection of Personally Identifiable Information (PII)



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Handbook Section 17: Confidentiality

What is considered PII?

- Any information about a person that can be used to distinguish or trace a person's identity
- HEAP client's name and address
- HEAP's client name and account #



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Handbook Section 17: Confidentiality

Put measures in place to prevent loss, theft, or inadvertent disclosure of PII

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Handbook Section 17: Confidentiality



Paper Documents

- Remove from printers and fax machines
- Do not leave on work area unattended
- Place in locked files at end of day

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Handbook Section 17: Confidentiality



Encrypt emails containing client names and addresses

If you cannot encrypt:

- Use fax instead of email
- Ask CAA or MaineHousing to send you encrypted email (your reply will be encrypted)
- Free encryption source options available

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Handbook Section 17: Confidentiality



If you suspect or become aware of a breach, notify MaineHousing immediately.

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Handbook Section 17: Confidentiality



Questions & Answers Wrap Up



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