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

Maine State Housing Authority ("MaineHousing") does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances:

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.