

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)

UPFRONT DELIVERY REQUEST FORM INSTRUCTIONS

This form is to be used when a household presents themselves in an Energy or Life Threatening Crisis situation; has a HEAP application that has been certified eligible; and the household's Primary Fuel Vendor is able and willing to deliver an upfront. All applicable sections of this form must be completed after confirming with the household's Primary Fuel Vendor that an upfront will be delivered, within the required timeframe to avert an Energy or Life Threatening Crisis as indicated on the Emergency Worksheet.

This form is to be sent to the Primary Fuel Vendor by secure email or fax.

1. **ISSUING AGENCY:** Enter name, address, phone number, fax number and email of Issuing Agency (i.e. CAA, or MaineHousing).
2. **VENDOR:** Enter Vendor name, address, contact person, phone number and if applicable, email.
3. **CUSTOMER and DELIVERY INFORMATION:**
 - a. Primary Applicant: Enter Primary Applicant's Name.
 - b. Name on Account: Enter the name of the person listed on the fuel account (may not be Primary Applicant but must be a Household member).
 - c. Service/Delivery Address: Enter physical address the Benefit is approved for.
 - d. Request Date: Enter the date of the upfront delivery request.
 - e. Account #: Enter the household's fuel account number.
 - f. Phone: Primary Applicant's phone number.
 - g. Approved Fuel Type: Enter fuel type the Benefit is approved for.
 - h. Approved HEAP Amount: Enter the HEAP Benefit amount household is approved for (HEAP only not TANF Supplemental).
 - i. TYPE OF CRISIS: Check the applicable box: Energy Crisis or Life Threatening Crisis. This should be the same as the Crisis indicated on the Emergency Worksheet.
 - j. DELIVERY MUST BE MADE WITHIN: Enter the # of hours the Crisis needs to be averted within and the date and time of the emergency request as indicated on the Emergency Worksheet (time period to comply with starts when the application is certified).
 - k. IS THERE A DELIVERY FEE?: Check the applicable box: Yes or No. If the fuel vendor will be charging a Delivery Fee and yes is selected, enter the amount of that fee. The Delivery Fee will be paid with an ECIP PO. Enter the ECIP PO number.
 - l. NOTES: Enter any additional information that the fuel vendor needs to be aware of in this section. This may include if the household has a remaining TANF Supplemental benefit credit. This should be captured on the Emergency Worksheet and reflected in the Notes section of the Upfront Delivery Request Form.
4. **Approved By and Approved Date:** CAA or MaineHousing staff member must sign and date approving the upfront request.