

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)  
**UPFRONT DELIVERY REQUEST FORM INSTRUCTIONS**

This form is designed for use in the following situations:

- 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 selected Vendor is able and willing to deliver an upfront within 18 or 48 hours as required to remedy the emergency situation.
- when a Household is not in an emergency situation, but may be at risk, prior to HEAP benefits being issued and posted to their fuel account, has a HEAP Application that has been certified eligible and the Household's selected Vendor is able and willing to deliver an upfront on the customers next scheduled delivery day in order to avert a potential Energy or Life Threatening Crisis situation.

All applicable sections of this form must be completed after confirming with the Household's selected Vendor that an upfront will be delivered.

This form is to be sent to the selected 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, Life Threatening Crisis or Non-Emergency. This should be the same as the Crisis indicated on the Emergency Worksheet, unless it is a Non-Emergency.
  - j. DELIVERY TIMEFRAME: Check the top box if the upfront is an Energy or Life Threatening Crisis and must be delivered within 18 or 48 hours. Check the bottom box if the upfront is a Non-emergency and will be delivered on the next scheduled delivery date.
    - i. For Energy or Life Threatening Crisis: Enter the # of hours the Crisis needs to be averted within, 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).
    - ii. For Non-Emergency: Enter the next scheduled delivery date given by the vendor.
4. **CRISIS ONLY:**
  - a. Is there a delivery fee: Check the applicable box: Yes or No.
  - b. If the fuel vendor will be charging a Delivery Fee and yes is selected, enter the amount of that fee. If the delivery fee is not to be covered by HEAP or TANF Supplemental, and paid with an ECIP, Enter the ECIP PO number.

5. **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 HEAP, HEAP Supplemental or TANF Supplemental benefit credit. This **MUST** be captured on the Emergency Worksheet.
  - If the delivery fee is not to be covered by HEAP, HEAP Supplemental or TANF Supplemental, and will be paid with an ECIP, add the ECIP PO number.
6. **Approved By and Approved Date:** CAA or MaineHousing staff member must sign and date approving the upfront request.