

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)

HEAP BENEFIT RETURN FORM INSTRUCTIONS

1. Agency Name (CAA) - enter name of CAA
2. Date - enter date of request
3. Vendor Name - enter the Vendor who will be returning the funds
4. Location – enter the location of the Vendor (i.e. Dead River – Caribou)
5. Return by – 15 calendar (not working) days from date of request (a date must be entered; do not enter “ASAP”)
6. Return for Program Year(s) – enter the year(s) that the benefit requested to be returned was issued. (i.e. PY2021, PY2022)
7. Amount to be returned – If all funds remaining on account are to be returned, check the box indicating so. If requesting a specific amount, enter the amount in the space provided. Note: CAA should only request a specific amount in the case of an Overpayment.
8. Customer/Client Name- enter the Primary Applicant name
9. Delivery Address – enter the address Benefit was issued for (include zip code)
10. Phone number – enter the contact number for the Primary Applicant or Applicant(s)
11. Account number – enter the Household’s fuel account number
12. Reason for return – select the appropriate reason (add comments in box, if necessary)
13. CAA or MaineHousing - Person Initiating Request – enter the full name of person submitting the request
14. Phone Number – enter the contact number for the person submitting the request
15. Vendor – Person Processing Benefit Return – for Vendor use only
16. Phone Number – for Vendor use only

After completing the above, copy the form and send to the Vendor. Leave the “CAA or MaineHousing Use Only” section blank on the Vendor’s copy.

17. The “CAA or MaineHousing Use Only” section must be completed prior to sending the Benefit Return Form to MaineHousing.
 - a. New address – enter the Households delivery address including zip code (if applicable)
 - b. Fuel type – enter the type of fuel **even if it is the same** (i.e. K1, oil, wood, etc.)
 - c. New Vendor – enter the name of the Vendor to whom the funds should be reissued
 - d. Location – enter the location of the new vendor (i.e. Dead River-Caribou)
 - e. Account number – enter the Household’s fuel account number
 - f. Written request from client in file – select yes or no
 - g. Effective Date – enter the effective date of the change(s)
 - h. Residency Type - select the residency type (rent, own or Roomer/Boarder)
 - i. Subsidized – select yes or no
 - j. Heat is now included – select yes or no
 - k. Electricity is now included – select yes or no
 - l. Tank Location – select the tank location (inside, outside or unheated space)
 - m. Tank Size - Tank Size – enter the size of the fuel tank(s)
 - n. New Heating System Location – enter the location of the new heating system (if applicable)

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