

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance)

**HEAP WAIVER REQUEST FORM INSTRUCTIONS**

1. Deviations from the policies/procedures outlined in the HEAP Rule, State Plan, or Handbook must be approved/denied by MaineHousing prior to certifying the Application. The CAA must complete a HEAP Waiver Request. The CAA should keep in mind the intent of the specific program policy and exercise due diligence. The CAA is expected to compile the appropriate documentation/information to support the Waiver request.
2. The CAA should submit a Waiver request as soon as they can complete the form and provide the associated documentation to support the Waiver. The CAA should not hold off submitting the Waiver if the HEAP file is missing documentation/information that is not relevant to the Waiver. It is the CAA's responsibility to take timely and necessary action so as to be able to comply with the thirty (30) business day certification requirement.
3. The situation and information must be verifiable and applicable documentation must be submitted to justify granting an exception/Waiver. Each request must include Primary Applicant information, the reason for or nature of the request, justification for requesting an exception, supporting documentation, and CAA signatures.
4. Completed Waiver requests and supporting documentation shall be sent to [liheap@mainehousing.org](mailto:liheap@mainehousing.org) or faxed to (207) 624-5780. If sending via e-mail, please include the word "waiver" in the subject line. Remember to send forms and documents with Personally Identifiable Information (PII) through a secure e-mail server. If the CAA does not have access to an application that encrypts e-mail, fax the documents to (207) 624-5780.
5. When a Waiver request is submitted, anyone reviewing/auditing the request must be able to understand the proposed deviation, supporting documentation and the decision. Regardless of the type of request that is made, the CAA must be able to validate the deviation with supporting documentation (if necessary) and as requested by MaineHousing.
  - a. The CAA will list any documentation needed on the Reminder form provided to the Primary Applicant at the time of Application.
  - b. CAA is responsible for submitting a Waiver request along with supporting documentation and any relevant case notes (if applicable) to MaineHousing.
  - c. When a Waiver is approved or denied MaineHousing will notate the decision in the applicable comment section of HEAP Cloud. MaineHousing will return a copy of the approved/denied Waiver to the CAA.
  - d. CAA will ensure a copy of the Waiver is placed in the Application file.
6. **Completing the Waiver Request Form**
  - a. Fill in the CAA's (Agency) name, address, phone number, fax number, and email
  - b. Fill in the Primary Applicant's name, physical address, city, state, zip code
  - c. Fill in the Date of Application
  - d. Fill in the Client ID number.
  - e. Complete the Reason for Request section. Cite the specific program guideline for which the CAA is seeking a waiver/deviation.
  - f. Describe actions/research completed to justify an exception.
  - g. Identify supporting documentation submitted with the request.
  - h. CAA Representative - signature of the CAA staff person completing the form. Indicate date signed.
  - i. CAA Energy Director - signature of the CAA Energy Director or HEAP Manager who reviewed and approved the request for submission to MaineHousing. Indicate date signed.

