


Energy Crisis Intervention Program (ECIP)

Community Action Agency Training

Presented by:

MaineHousing- Energy and Housing Services Department

October 19, 2023

MaineHousing

MAINE STATE HOUSING AUTHORITY

Welcome!



PY2024 ECIP CAA Training

Thursday, October 19, 2023

9:00 AM	Opening
10:00 AM	Break
11:00 to 12:00 PM	Lunch
2:00 PM	Closing

Topic

Welcome/Introductions/Agenda Overview

ECIP Overview

Determining Eligibility

Emergency Worksheet, Upfront Delivery Request, PO Overview

ECIP Intake

Fuel Emergency

Utility Disconnection

Heating System Emergency

Portability Measures

Use of a Non-Contracted Vendor

Determining the Remedy


Coordination

Issuing Purchase Order

Reconciliation and Approval

Processing ECIP in HEAD Cloud

Closing and Evaluations



Energy Crisis Intervention Program (ECIP)



Purpose

Avert Energy or Life Threatening
Crisis (November 1-April 30)



Energy Crisis

Has Heating System or Heating Source that is
safe to operate, and supply of Home Energy
for the Heating System/Source

Crisis must be averted within 48 hours



Life Threatening Crisis

Household is currently without heat. No operable Heating System or Heating Source.

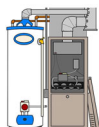
Crisis must be averted within 18 hours



Heating System Definition

Permanently installed system that is used to heat the Dwelling Unit.

- A portable space heater is not considered a Heating System.



Heating Source Definition

Any device used to provide heat to a Dwelling Unit.



Operable Definition

Means that the Heating System or Heating Source would be working if fuel or electricity were available.



Allowable Measures

- Home Energy deliveries
- Utility disconnects
- Minor Heating System repairs



Other Allowable Uses


- Provisional Measures
 - Non-Contracted Vendor
 - Space Heaters
 - Temporary Relocation



Maximum Benefit



\$800 Per Program Year

Household may receive more than one ECIP benefit (total benefits cannot exceed \$800)



Ineligible if Household:

- Has received maximum ECIP for Program Year
- Has a safe operating Heating System that adequately heats home during severe weather and has equal to or greater than a 7-day supply of Home Energy
- Client has means to avert or resolve the crisis



Determining Eligibility



Household has Eligible HEAP Application

Allocation	Benefits Date	Additional Benefits	Benefits	Balance	Max Remaining
20230901		\$0.00	\$0.00	\$0.00	\$0.00
20230901	10/10/2023	\$0.00	\$104.00	\$0.00	\$0.00
20230901		\$0.00	\$0.00	\$0.00	\$1000.00

- Must complete Emergency Worksheet



Household has pending HEAP Application

- Pending application must be certified
- Emergency Worksheet must be completed



Household has no HEAP Application

- Complete and Certify HEAP application
- Complete Emergency Worksheet



Emergency Worksheet, Upfront Delivery Request and Purchase Order Overview



Emergency Worksheet

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance/ECIP)
EMERGENCY WORKSHEET

COMMUNITY ACTION AGENCY (CAA) _____ Phone _____
PRIMARY APPLICANT NAME _____
HEAP Client Number _____ Date of Emergency Request _____
Create/Intake Date _____ Time of Emergency Request _____

STATUS OF HOME ENERGY SERVICE

Is the Household disconnected (e.g. electricity, natural gas)? ☐ Yes ☐ No
Does Household have a past due or shut-off notice? ☐ Yes ☐ No
Does the Household have an operable Heating System? ☐ Yes ☐ No
Does the Household have an operable Heating Source? ☐ Yes ☐ No
Is the Household on auto? ☐ Yes ☐ No
If yes, when is the next scheduled automatic delivery? _____

How much fuel do you currently have?				Heads % of home
	How Many Days	7 Days or less	Out	%
Primary				
Secondary				
Other				

TYPE OF CRISIS (check one): ☐ Energy Crisis (48 hours) ☐ Life Threatening Crisis (18 hours)



Purpose



- To assess and document Household's situation
- To determine the Type of Crisis
- To determine the Type of Emergency
- To determine the remedy for a crisis



Status of Home Energy Service

- Federal reporting requirement
- Determine type of crisis;
Energy or Life Threatening

STATUS OF HOME ENERGY SERVICE

Is the Household disconnected (e.g. electricity, natural gas)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	How much fuel do you currently have?		Heats X% of home	
Does Household have a past due or shut-off notice?	<input type="checkbox"/> Yes <input type="checkbox"/> No	More than 7 days	7 days or less	Out	%
Does the Household have an operable Heating System?	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Does the Household have an operable Heating Source?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Primary			
Is the Household on auto? If yes, when is the next scheduled automatic delivery?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Secondary			
		Other			

TYPE OF CRISIS (check one): ☐ Energy Crisis (48 hours) ☐ Life Threatening Crisis (18 hours)



Types of Crisis



- Life Threatening Crisis
- Energy Crisis



Types of Crises

Energy Crisis: has heat

- $\leq 1/4$ tank of oil/kerosene
- $\leq 25\%$ in propane tank
- ≤ 7 -day supply wood, pellets, coal, etc.

Life Threatening Crisis: has no heat

- Out of fuel
- Disconnected from utilities that are required to operate the heating system
- Heating system is inoperable, requires repairs



Energy Service Status and Type of Crisis

STATUS OF HOME ENERGY SERVICE

Is the Household disconnected (e.g. electricity, natural gas)? ☐ Yes ☒ No

Does Household have a past due or shut-off notice? ☐ Yes ☒ No

Does the Household have an operable Heating System? ☒ Yes ☐ No

Does the Household have an operable Heating Source? ☐ Yes ☒ No

Is the Household on autofill? ☐ Yes ☒ No

If yes, when is the next scheduled automatic delivery?

	How much fuel do you currently have?		Heats % of home	
	More than 7 days	7 days or less	Out	%
Primary			X	
Secondary				
Other				

TYPE OF CRISIS (check one): ☐ Energy Crisis (48 hours) ☒ Life Threatening Crisis (18 hours)

Service Status

☐ Date ☐ 10/18/2023

Scale - Restoration - Severity

Out of Fuel - Restored - Life Threatening

Current Status



Types of Emergencies



- Fuel Emergency
- Utility Disconnect
- Heating System Emergency



Type of Emergency: Fuel Emergency

Fuel Emergency

	Primary	Secondary
Last Delivery (date)		
# Units Delivered		
FUE (Did last delivery fill tank?)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vendor Name (last delivery)		
Amount of Fuel Available		
Tank Size		

Remedy: ☐ Upfront ☐ ECIP

Vendor Delivering Emergency Fuel:

Fuel (or Wood) Type

	Balance	Cash Price	Units
HEAP			
TANF Supplemental			
ECIP	Cash Price	# Units	Delivery Service
ECIP PO # (if applicable)			ECIP PO Amount
Date/time certified			



Type of Emergency: Utility Disconnect

Utility Disconnect (electricity or natural gas)	
Utility Vendor Name	_____
Name on Account	_____
Account Number	_____
Disconnect Date	_____
Disconnect Amount	\$ _____
<input type="checkbox"/> Heating will fail	Has ability to pay? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> In payment arrangement	<input type="checkbox"/> Broken payment
<input type="checkbox"/> Arrangement	<input type="checkbox"/> ECIP will remedy
ECIP PO Amount	_____
ECIP PO #	_____
Date/time certified	_____



Type of Emergency: Heating System Emergency

Heating System Emergency	
System Vendor	_____
<input type="checkbox"/> System is dangerous	<input type="checkbox"/> Needs repair
<input type="checkbox"/> System is malfunctioning	<input type="checkbox"/> Needs replacement
<input type="checkbox"/> System is inoperable	
CTE Amount	\$ _____
Repair Amount	\$ _____
ECIP PO Amount	\$ _____
ECIP PO #	_____
Date/time certified	_____




Emergency Worksheet Reminders

- Emergency Worksheet must be legible and all appropriate sections complete.
- Enter comments into HEAP Cloud to fully document or clarify information.
- All documents uploaded in HEAP Cloud.




Remedies for Crises

- Upfront
- ECIP




If necessary, Provisional Measures may be used to assist in the remedy for each type of crisis.



Remedy - Upfront Delivery Request



A delivery of fuel based on a HEAP application that has been Certified Eligible in Payable status

- Emergency Upfront
- Non-Emergency Upfront



Emergency Upfront Delivery Eligibility

- HEAP Application must be certified in HEAP Cloud
- Completed Emergency Worksheet
- Energy or Life Threatening Crisis
- 18-hour/48-hour timeframe requirement

Non-Emergency Upfront Delivery Eligibility

- **HEAP Application must be certified in HEAP Cloud**
- **No Energy or Life Threatening Crisis**
- **Emergency Worksheet Not Required**
- **No 18-hour or 48-hour timeframe**



Upfront Delivery Request Form

[illegible]

- Delivery Fees can be covered by an Upfront or ECIP PO
- Payment is guaranteed
- Secure email or fax Upfront Delivery Request form to Vendor



Remedy - ECIP Purchase Order

ECIP purchase order created and used to remedy a crisis when:

- Upfront Delivery Request cannot be used.
- Household has exhausted all prior and current year HEAP, HEAP Supplemental and TANF Supplemental benefits and credits.



ECIP Benefit

Household can receive more than one ECIP delivery in a Program Year provided the total does not exceed the \$800.00 maximum.



Remedy - Provisional Measures

- Space Heaters
- Temporary Relocation
- Non-contracted Vendor



If Provisional Measures are used to remedy the crisis, the Emergency Worksheet-Provisional Measures must be completed.



ECIP Intake



Intake - Completing Emergency Worksheet

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance/ECIP)
EMERGENCY WORKSHEET

COMMUNITY ACTION AGENCY (CAA) _____

PRIMARY APPLICANT NAME _____ Phone _____

HEAP Client Number _____ Date of Emergency Request _____

Create/Intake Date _____ Time of Emergency Request _____

STATUS OF HOME ENERGY SERVICE

Is the Household disconnected (e.g. electricity, natural gas)? ☐ Yes ☐ No

Does Household have a past due or shut-off notice? ☐ Yes ☐ No

Does the Household have an operable Heating System? ☐ Yes ☐ No

Does the Household have an operable Heating Source? ☐ Yes ☐ No

Is the Household on autofill? ☐ Yes ☐ No

If yes, when is the next scheduled automatic delivery? _____

TYPE OF CRISIS (check one): ☐ Energy Crisis (48 hours) ☐ Life Threatening Crisis (18 hours)



Intake - Completing Emergency Worksheet

- Determine Type of Crisis
- Determine Type of Emergency
- Complete appropriate emergency type section
 - ✓ Fuel Emergency
 - ✓ Utility Disconnection
 - ✓ Heating System Emergency



Energy Crisis

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance/ECIP)
EMERGENCY WORKSHEET

COMMUNITY ACTION AGENCY (CAA) CAA _____

PRIMARY APPLICANT NAME Jane Doe _____ Phone (207) 999-9999

HEAP Client Number 987654321 _____ Date of Emergency Request 11/27/2023

Create/Intake Date 09/10/2023 _____ Time of Emergency Request 10:15am

STATUS OF HOME ENERGY SERVICE

Is the Household disconnected (e.g. electricity, natural gas)? ☐ Yes ☒ No

Does Household have a past due or shut-off notice? ☐ Yes ☒ No

Does the Household have an operable Heating System? ☒ Yes ☐ No

Does the Household have an operable Heating Source? ☐ Yes ☒ No

Is the Household on autofill? ☐ Yes ☒ No

If yes, when is the next scheduled automatic delivery? _____

TYPE OF CRISIS (check one): ☒ Energy Crisis (48 hours) ☐ Life Threatening Crisis (18 hours)



Life Threatening Crisis

HOME ENERGY ASSISTANCE PROGRAM (HEAP/Fuel Assistance/ECIP)
EMERGENCY WORKSHEET

COMMUNITY ACTION AGENCY (CAA) _____

PRIMARY APPLICANT NAME John Doe Phone (207) 555-5555

HEAP Client Number 123456789 Date of Emergency Request 11/15/2023

Create/Intake Date 08/29/2023 Time of Emergency Request 8:45am

STATUS OF HOME ENERGY SERVICE

Is the Household disconnected (e.g. electricity, natural gas)? ☐ Yes ☒ No

Does Household have a past due or shut-off notice? ☐ Yes ☒ No

Does the Household have an operable Heating System? ☒ Yes ☐ No


Does the Household have an operable Heating Source? ☐ Yes ☒ No

Is the Household on auto-fill? ☐ Yes ☒ No


If yes, when is the next scheduled automatic delivery? _____


TYPE OF CRISIS (check one): ☐ Energy Crisis (48 hours) ☒ Life Threatening Crisis (18 hours)

How much fuel do you currently have?		Holds % of home	
More than 7 days	7 days or less	%	
Primary	<input checked="" type="checkbox"/>	0%	100
Secondary	<input type="checkbox"/>	X	
Other	<input type="checkbox"/>		



Fuel Emergency






Household is in a Fuel Emergency and may be eligible if:

No heat or risk of losing heat

- ≤ 1/4 tank of oil/kerosene
- ≤ 25% in propane tank
- ≤ 7-day supply wood, pellets, coal, etc.



ECIP - Allowable Uses for Fuel Emergency

- Home Energy deliveries
- Delivery charges
- Restart or safety check fees

Must be pre-authorized by CAA and included on purchase order



Gathering Information Fuel Emergency

Fuel Emergency										
	Primary	Secondary								
Last Delivery (Date)	9/15/2023									
# Units Delivered	100									
FIR (Did last delivery fix issue?)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No								
Vendor Name (last delivery)	CN Brown Co - Waterville									
Amount of Fuel Available	0									
Tank Size	275									
Remedy: <input type="checkbox"/> Upfront <input checked="" type="checkbox"/> ECIP										
Vendor Delivering Emergency Fuel: CN Brown Co - Waterville										
Fuel (or Wood) Type: Kerosene										
<table border="1"> <thead> <tr> <th>Balance</th> <th>Cash Price</th> <th>Units</th> </tr> </thead> <tbody> <tr> <td>HEAP</td> <td>0</td> <td>0</td> </tr> </tbody> </table>			Balance	Cash Price	Units	HEAP	0	0		
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<table border="1"> <thead> <tr> <th>Balance</th> <th>Cash Price</th> <th>Units</th> </tr> </thead> <tbody> <tr> <td>TANF Supplemental</td> <td>0</td> <td>0</td> </tr> </tbody> </table>			Balance	Cash Price	Units	TANF Supplemental	0	0		
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<table border="1"> <thead> <tr> <th>Cash Price</th> <th>Units</th> <th>Service</th> <th>ECIP PO</th> </tr> </thead> <tbody> <tr> <td>ECIP</td> <td>4.895</td> <td>148.98</td> <td>100</td> </tr> </tbody> </table>			Cash Price	Units	Service	ECIP PO	ECIP	4.895	148.98	100
Cash Price	Units	Service	ECIP PO							
ECIP	4.895	148.98	100							
<p>HEAP, TANF & ECIP funds CANNOT be stacked.</p> <p>ECIP PO # if applicable: 5525</p> <p>Date/Time certified: 11/15/2023 9:45</p>										



Contact Vendor to:

- Verify last delivery information – i.e. date and number of units delivered
- Determine if Vendor will do an Upfront Delivery pending receipt of HEAP Benefit
- Confirm Vendor can make delivery within required timeframe (i.e. 18 or 48 hours)



Vendor will...

- Verify if there are any remaining HEAP Benefits or TANF Supplemental Credits
- Confirm cash price per unit
- Delivery charge fees
- Identify need for restart or safety check and fees



Remaining Benefits

Any remaining HEAP benefits, HEAP Supplemental and/or TANF Supplemental credits must be used in conjunction with or in lieu of Upfront Deliveries and ECIP funds





Vendor Cannot Deliver

- Find a Vendor who can deliver
- Document the situation



Utility Disconnection





Gathering Information Utility Disconnect

Utility Disconnect (electricity or natural gas)

Utility Vendor Name _____

Name on Account _____

Account Number _____

Disconnect Date _____


Disconnect Amount \$ _____

☐ Heating will fail Has ability to pay? ☐ Yes ☐ No
☐ In payment arrangement ☐ ECIP will remedy
☐ Broken payment Arrangement

ECIP PO Amount _____

ECIP PO # _____

Date/time certified _____




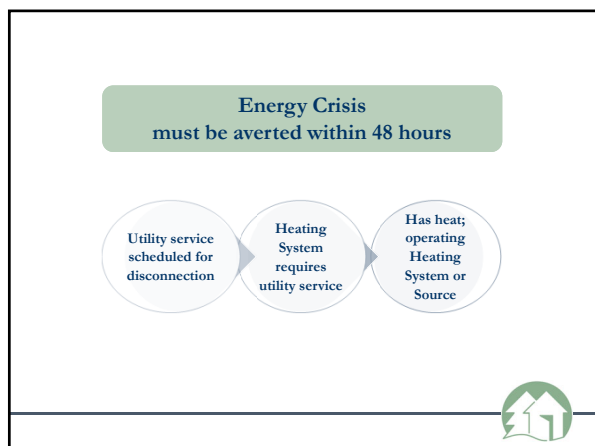
Household may be eligible if:

Facing a heat or heat-related crisis

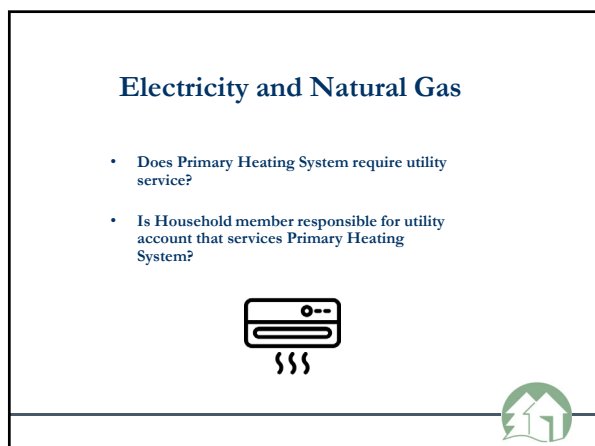
This means the utility service is:

- Necessary to operate Heating System; and
- Shut-off or scheduled for disconnection.









Ineligible if household:

- Utility service used to operate the Primary Heating System is not in a Household member's name
- Has safe operating Heating System that adequately heats home during severe weather and has equal to or more than a 7-day supply of Home Energy



Ineligible if household:

- Has received maximum ECIP for Program Year
- Can negotiate and pay terms of payment plan
- Has financial means to restore or maintain service



Use of ECIP Benefits

May be applied to surcharges, reconnection charges and penalty fees if:

- Related to final disconnect notice or shut-off
- Included in Purchase Order amount
- Cannot leave a credit on the account



Remaining Benefits on Account

- HEAP, HEAP Supplemental, TANF Supplemental and LIAP benefits on account must be used first
- ECIP covers balance needed to restore service or prevent disconnection



Disconnect Notice

CAA must obtain copy of disconnect notice to determine and document eligibility for ECIP



CAA contacts vendor to verify:

That HEAP, TANF Supplemental, and LIAP benefits have been exhausted

Amount required to restore or maintain service

Terms and status of any existing payment arrangement if applicable



Heating System Emergency



Gathering Information
Heating System Emergency

Heating System Emergency	
System Vendor _____	
<input type="checkbox"/> System is dangerous	<input type="checkbox"/> Needs repair
<input type="checkbox"/> System is malfunctioning	<input type="checkbox"/> Needs replacement
<input type="checkbox"/> System is inoperable	
CTE Amount	\$ _____
Repair Amount	\$ _____
ECIP PO Amount	\$ _____
ECIP PO #	_____
Date/time certified	_____



Heating Crisis due to
Heating System Malfunction:

A Household may be eligible for ECIP to cover repairs if authorized by CAA purchase order



Household may be eligible if:

- Heating System is malfunctioning or not working; and
- There is no secondary Heating System that is capable of adequately heating the Dwelling during severe cold weather



Crisis Resolution

- Services must be provided by an approved Vendor
 - ✓ HEAP Vendor
 - ✓ CHIP Vendor
 - ✓ Non-contracted Vendor
- Can approved Vendor make service call within required timeframe (18 or 48 hours)?





Central Heating Improvement Program

Refer Household to CHIP if:

- Unable to secure services to resolve crisis within required timeframe
- Heating System issues cannot be fully resolved by ECIP - i.e. repairs will exceed \$800 ECIP maximum



Provisional Measures





Provisional Measures

Fuel delivery or repairs cannot occur within required timeframe



Interim measures to avert Fuel or Heating System Emergency:

- Space heaters
- Temporary relocation



Provisional Measures

- CAA pays vendor for space heaters or lodging
- CAA uploads applicable documentation in ECIP required docs section of HEAP Cloud
- MH reviews purchase order and documentation in HEAP Cloud and reimburses CAA

Space Heaters - Documentation

- Copy of purchase order signed/dated by Applicant and CAA at time of delivery or pickup
- CAA or store invoice with Applicant's name, date of pickup or delivery, model number, and invoice amount
- ECIP Emergency Worksheet



Lodging - Documentation

- Copy of purchase order
- Lodging invoice showing Applicant's name, Check-in/check-out dates, breakdown of charges billed
- ECIP Emergency Worksheet



Use of Non-Contracted Vendor



Use of Non-Contracted Vendor

- No contracted HEAP Vendors can deliver within required timeframe
- Wood Households



Use of Non-Contracted Vendor

- CAAs are set up as provisional vendors and may secure a non-contracted vendor to make the delivery within the required timeframe
- Emergency Worksheet required - must document situation



Use of Non-Contracted Vendor

- CAA generates PO in HEAP Cloud to "CAA-Non Contracted Vendor"
- CAA generates manual PO and sends to vendor
- Vendor provides delivery ticket and/or invoice (if applicable) to CAA
- CAA pays non-contracted vendor and enters reconciled information into HEAP Cloud
- CAA uploads applicable documentation into HEAP Cloud.



Please refer to the **HEAP Handbook** for additional guidance and details on all provisional measures.



Determining the Remedy



Determining the Remedy



Based on information gathered, CAA determines what should be used to remedy situation:

- Emergency Upfront
- ECIP PO
- Combination HEAP/TANF Supplemental/Emergency Upfront/ECIP PO



Upfront Delivery Request


If an Upfront Delivery Request is remedy, the Upfront amount is the approved, payable HEAP benefit.





ECIP Purchase Order

If ECIP PO is the selected remedy, Vendor confirms unit price, dollar amount and units to be covered by:

- Remaining HEAP benefits and TANF Supplemental credits
- ECIP and amount of delivery charge or service (if applicable)



ECIP PO Amount



Cash Price	Units	Delivery Service	ECIP PO Amount
ECIP 4.699	148.96	100	\$795.96

Certification



Assess the Information from Applicant and Vendor

- Does it make sense?
- Is information consistent?



ECIP Certification

- Ensure that comments in HEAP Cloud tell the entire story.
- Research and resolve any discrepancies and document findings.
- Upload all documentation into HEAP Cloud.



- Check HEAP Cloud notes & Do Not Pay List prior to certifying ECIP
- Deny ECIP if Do Not Pay list indicates Applicant ineligible for ECIP

Denials

- Refer Household to other resources/programs
- Verbally notify Primary Applicant of denial immediately
- Send written notice of denial within three (3) business days

Issuing Purchase Order

Purchase Orders

Fuel and Utility	Heating System	Other Measures
<ul style="list-style-type: none"> • HEAP Cloud Purchase Order 	<ul style="list-style-type: none"> • Manual PO • Use HEAP Cloud PO # 	<ul style="list-style-type: none"> • Manual PO • Use HEAP Cloud PO #



Purchase Order

CAA will email or fax purchase order to Vendor to confirm details of ECIP requirements and authorized dollar amount

Verbal purchase orders should only be used in the rare case a Vendor does not have email or fax.



Purchase Order



- Primary Applicant's name & delivery address
- Home Energy type
- Dollar amount authorized by CAA (Deliverables: based on cash price quoted by Vendor plus delivery charges and costs for restart or safety check)
- Required resolution time - 18 or 48 hours
- CAA contact name, phone number and fax number



Utility Purchase Order

Guarantees payment for:

- Restoration of service
- Cancellation of disconnect order



Provisional Purchase Order

- Generate PO in HEAP Cloud
- Generate manual PO using PO number from HEAP Cloud
- Email or fax PO to Vendor to confirm details of ECIP requirements and authorized dollar amount



Verbal purchase orders should only be used in the rare case a Vendor does not have email or fax.



What if...?



Scenario:

- CAA certified an ECIP delivery for an applicant with their regular HEAP Vendor.
- They have an \$87.00 HEAP credit on account.
- An ECIP purchase order is generated for the delivery amount, minus the \$87.00 credit.
- A few hours after the ECIP is certified, the Vendor calls the CAA informing them the delivery truck slid off the road into a ditch and will no longer be available to complete the delivery in the required timeframe.



Actions:

- Rescind the ECIP PO with the Vendor and in HEAP Cloud.
- Contact other contracted HEAP Vendors to remedy the ECIP situation.
- Refer to ["How to Rescind and Create a New ECIP PO"](#).

Rescind

Rescinded




Remedy:

The CAA finds a Contracted HEAP Vendor that is available to complete the ECIP delivery in the required timeframe.


- Complete a new Emergency Worksheet with the new ECIP Vendor information
- \$87.00 HEAP credit will not be used.
- HEAP Cloud comments documenting the situation are required
- Add the new Vendor that will remedy the ECIP to HEAP Cloud Vendor and Consumption Section and create a Purchase Order






Important

- HEAP Cloud comments documenting the situation are required
- Paper File Notes are optional



Hancock Cloud - Maine Housing - Production

Comment
Joe from Sunshine Fuel called stating the delivery truck slid off the into a ditch. They are now unable to complete the ECIP within the required timeframe. Sunshine Fuel PO # 0000011172 rescinded. Contacted Blue Energy. Sally confirmed they were available to deliver 100 gallons within 48 hours. PO generated and sent to Blue Energy.



Summary


Applicant has remaining HEAP or TANF Supplemental benefits on account with their regular Vendor.

Regular Vendor is unable to make ECIP delivery within required timeframe.

CAA can use another Vendor or non-contracted vendor and document accordingly.

No waiver required.

Document the situation in the comment section of HEAP Cloud



Reconciliation and Approval - Documents Needed





Fuel Emergency

Vendor Submits:



Metered delivery ticket



Invoice, if applicable



Oil, Kerosene & Propane Delivery Tickets

If metered ticket amount is greater than ECIP
PO, Vendor must notate dollar amounts to be
covered by ECIP, HEAP, and TANF
Supplemental, client, another party/organization

Vendor must sign/date notations



Vendor invoice required if:

Delivery ticket does not document all charges
that were approved on purchase order (ex.
delivery fee, safety check, start-up fee)



Utility Disconnect



Vendor Submits:

- Written Confirmation of date/time service is restored or disconnect order is revoked.
- Should be on company letterhead and include the person's name who processed the ECIP.



Provisional Measure Space Heaters



CAA or Vendor Submits:

- Invoice including:
 - ✓ Applicant's name
 - ✓ Model number
 - ✓ Invoice amount
 - ✓ Date/Time of Delivery or pick up



Provisional Measure Non-Contracted Vendor



Vendor Submits:

- Metered Delivery Ticket
- Invoice, if applicable



Provisional Measure
Heating System Repair


Vendor Submits:


• Invoice including:

✓ Applicant's name and address

✓ Break down of Service Repairs

✓ Invoice Amount





Provisional Measure
Temporary Relocation


Vendor Submits:


• Invoice including:

✓ Applicant's name


✓ Check-in/check-out dates


✓ Breakdown of charges
being billed





Reconciliation and Approval
- Reconciling Amount to Be Paid







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CAA Reviews ECIP File

- Review All Applicable Documents
 - ✓ Emergency Worksheet
 - ✓ Purchase Order
 - ✓ Delivery ticket
 - ✓ Invoice

CAA Reviews ECIP File


- Review any notes or adjustments made by the Vendor
 - ✓ Verify that there were no other remaining credits used.
 - ✓ Was the delivery fee charged?
 - ✓ Did the price per gallon change?

Delivery Ticket/Invoice

Does delivery ticket match purchase order?

- Name and delivery/service address
- Date and time of delivery/service
- Did delivery/service occur within timeframe prescribed on purchase order (18 or 48 hours)?



Delivery ticket/invoice

Does delivery ticket match purchase order?

- Number of units delivered
- Delivery fees or service charges
- Credits (HEAP and TANF)
- Total amount (cannot pay more than agreed upon amount)
- Does it match the Vendor in HEAP Cloud



Processing ECIP in HEAP Cloud



Questions? Comments? Discussion?