DETAILED MODEL PLAN (LIHEAP)

Mandatory Grant Application SF-424

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 06/30/2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

* 1.a. Type of Submission: (•) Plan	* 1.b. Frequency: (•) Annual	* 1.c. Consolidated Application/Plan/Funding Request? Explanation:	* 1.d. Version: (•) Initial ( ) Resubmission ( ) Revision ( ) Update
		2. Date Received:	State Use Only:
		3. Applicant Identifier:	
		4a. Federal Entity Identifier:	5. Date Received By State:
		4b. Federal Award Identifier:	6. State Application Identifier:

7. APPLICANT INFORMATION

* a. Legal Name: Maine State Housing Authority

* b. Employer/Taxpayer Identification Number (EIN/TIN): 01-0312916 | * c. Organizational DUNS: 086877115

* d. Address:

* Street 1:	ENERGY AND HOUSING SERVICES	Street 2:	353 WATER ST.
* City:	AUGUSTA	County:	Kennebec
* State:	ME	Province:	
* Country:	United States	* Zip / Postal Code:	04330 - 4633

e. Organizational Unit:

Department Name: Energy and Housing Services | Division Name: Energy and Housing Services

f. Name and contact information of person to be contacted on matters involving this application:

Prefix: Ms.	* First Name: Kathy	Middle Name: Lee	* Last Name: Kinch
Suffix:	Title: Mgr LIHEAP and Financial Reporting	Organizational Affiliation:	
* Telephone Number: (207) 626-4689	Fax Number 2076245780	* Email: kkinch@mainehousing.org	

* 8a. TYPE OF APPLICANT:
A: State Government

b. Additional Description:

* 9. Name of Federal Agency:

	Catalog of Federal Domestic Assistance Number:	CFDA Title:
10. CFDA Numbers and Titles	93568	Low-Income Home Energy Assistance

11. Descriptive Title of Applicant's Project
LIHEAP Admininstration

12. Areas Affected by Funding:
statewide

13. CONGRESSIONAL DISTRICTS OF:

* a. Applicant 1	b. Program/Project: statewide
Attach an additional list of Program/Project Congressional Districts if needed. 2	

14. FUNDING PERIOD:		15. ESTIMATED FUNDING:	
a. Start Date: 10/01/2016	b. End Date: 09/30/2017	* a. Federal ($): $0	b. Match ($): $0

*** 16. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS?**

a. This submission was made available to the State under the Executive Order 12372

Process for Review on :

b. Program is subject to E.O. 12372 but has not been selected by State for review.

c. Program is not covered by E.O. 12372.

*** 17. Is The Applicant Delinquent On Any Federal Debt?**

○ YES

◉ NO

Explanation:

18. By signing this application, I certify (1) to the statements contained in the list of certifications and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

****I Agree** ☑

** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

18a. Typed or Printed Name and Title of Authorized Certifying Official	18c. Telephone (area code, number and extension)
	18d. Email Address
18b. Signature of Authorized Certifying Official	18e. Date Report Submitted (Month, Day, Year)

Attach supporting documents as specified in agency instructions.

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Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Washington, DC 20447

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Approval No. 0970-0075
Expiration Date: 02/28/2005

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Section 1 Program Components

Program Components, 2605(a), 2605(b)(1) - Assurance 1, 2605(c)(1)(C)

1.1 Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.)		Dates of Operation	
		Start Date	End Date
☑	Heating assistance	10/01/2016	07/17/2017
☐	Cooling assistance		
☑	Crisis assistance	11/01/2016	03/31/2017
☑	Weatherization assistance	10/01/2016	09/30/2017

Provide further explanation for the dates of operation, if necessary

Heating Assistance: For FFY 2017, Subgrantees will begin taking applications on August 29, 2016 and will continue taking applications through:

1. July 17, 2017 for the followong applicant categories: a) reside in subsidized housing with heat included in their rent; b) reside in a rental unit with heat included in their rent; c) Roomer/boarder; or d) meet the eligibility requirements of and intend to enroll in the Maine Public Utilities Arrearage Management Program.
2. May 1, 2017 for all other applicants.

Weatherization Assistance Component: End date 09/30/2017 unless MaineHousing extends beyond 09/30/2017.

Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16

1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%.	Percentage (%)
Heating assistance	58.00%
Cooling assistance	0.00%
Crisis assistance	5.00%
Weatherization assistance	15.00%
Carryover to the following federal fiscal year	7.00%

Administrative and planning costs	10.00%
Services to reduce home energy needs including needs assessment (Assurance 16)	5.00%
Used to develop and implement leveraging activities	0.00%
TOTAL	100.00%

Alternate Use of Crisis Assistance Funds, 2605(c)(1)(C)

1.3 The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

☑	Heating assistance	☐	Cooling assistance
☐	Weatherization assistance	☐	Other (specify:)

Categorical Eligibility, 2605(b)(2)(A) - Assurance 2, 2605(c)(1)(A), 2605(b)(8A) - Assurance 8

1.4 Do you consider households categorically eligible if one household member receives one of the following categories of benefits in the left column below? ◉ Yes ○ No

If you answered "Yes" to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.

	Heating	Cooling	Crisis	Weatherization
TANF	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No
SSI	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No
SNAP	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No
Means-tested Veterans Programs	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No

	Program Name	Heating	Cooling	Crisis	Weatherization
Other(Specify) 1	Subsidized with Heat	◉ Yes ○ No	○ Yes ◉ No	○ Yes ◉ No	○ Yes ◉ No

1.5 Do you automatically enroll households without a direct annual application? ○ Yes ◉ No

If Yes, explain:

1.6 How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts?
Maine limits categorical eligibility to households residing in subsidized housing with heat included where the household has out-of-pocket expenses for a portion of their rent or electricity costs. The maximum LIHEAP benefit for households residing in subsidized housing with heat included is $21 per program year.

SNAP Nominal Payments

1.7a Do you allocate LIHEAP funds toward a nominal payment for SNAP households? ◉ Yes ○ No

If you answered "Yes" to question 1.7a, you must provide a response to questions 1.7b, 1.7c, and 1.7d.

1.7b Amount of Nominal Assistance: $21.00

1.7c Frequency of Assistance

☑	Once Per Year
☐	Once every five years
☐	Other - Describe:

1.7d How do you confirm that the household receiving a nominal payment has an energy cost or need?

Applicants residing in subsidized housing with heat included must provide the following to verify that the applicant has an indirect energy cost:

1. Copy of their current lease/rental agreement to verify the applicant's/tenant's responsibilities for monthly rent and/or utilities.
2. Copy of a current electric utility bill.

Determination of Eligibility - Countable Income

1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income ?

☑	Gross Income
☐	Net Income

1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP

☑	Wages
☑	Self - Employment Income
☑	Contract Income
☑	Payments from mortgage or Sales Contracts
☑	Unemployment insurance
☑	Strike Pay
☑	Social Security Administration (SSA) benefits
	☑ Including MediCare deduction ☐ Excluding MediCare deduction
☑	Supplemental Security Income (SSI)
☑	Retirement / pension benefits
☐	General Assistance benefits
☑	Temporary Assistance for Needy Families (TANF) benefits
☐	Supplemental Nutrition Assistance Program (SNAP) benefits
☐	Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits
☐	Loans that need to be repaid
☑	Cash gifts
☐	Savings account balance
☑	One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc.
☑	Jury duty compensation
☑	Rental income
☐	Income from employment through Workforce Investment Act (WIA)
☑	Income from work study programs
☑	Alimony
☑	Child support
☑	Interest, dividends, or royalties
☑	Commissions
☐	Legal settlements
☑	Insurance payments made directly to the insured

☐	Insurance payments made specifically for the repayment of a bill, debt, or estimate
☑	Veterans Administration (VA) benefits
☐	Earned income of a child under the age of 18
☐	Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty.
☐	Income tax refunds
☐	Stipends from senior companion programs, such as VISTA
☑	Funds received by household for the care of a foster child
☐	Ameri-Corp Program payments for living allowances, earnings, and in-kind aid
☐	Reimbursements (for mileage, gas, lodging, meals, etc.)
☐	Other

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

File Attachment: Low Income Home Energy Assistance

Grantee Name: Maine State Housing Authority

Report Name: Detailed Model Plan (LIHEAP)

Report Period: 10/01/2016 to 09/30/2017

Section 1 Program Components

1.4 Do you consider households categorically eligible if one household member receives one of the following categories of benefits in the left column below? Yes

Other: Applicants residing in subsidized housing with heat included

A household residing in subsidized housing with heat included is considered categorically income-eligible for heating assistance provided the household has out-of-pocket expenses for a portion of their rent or utility costs. Applicant must provide a current lease agreement or Subsidized Housing form signed by the property owner/manager.

The maximum LIHEAP benefit for households residing in subsidized housing with heat included is $21 per program year.

If the subsidy pays 100% of the rent and utility costs, the household does not have a direct or indirect heating cost; and therefore, would not be LIHEAP eligible.

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Section 2 - Heating Assistance

Eligibility, 2605(b)(2) - Assurance 2

2.1 Designate the income eligibility threshold used for the heating componenet:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	170.00%

2.2 Do you have additional eligibility requirements for HEATING ASSITANCE?	○ Yes ◉ No
2.3 Check the appropriate boxes below and describe the policies for each.	
Do you require an Assets test ?	○ Yes ◉ No
Do you have additional/differing eligibility policies for:	
Renters?	○ Yes ◉ No
Renters Living in subsidized housing ?	○ Yes ◉ No
Renters with utilities included in the rent ?	○ Yes ◉ No
Do you give priority in eligibility to:	
Elderly?	◉ Yes ○ No
Disabled?	◉ Yes ○ No
Young children?	○ Yes ◉ No
Households with high energy burdens ?	◉ Yes ○ No
Other? Young children twenty-four months of age or under	◉ Yes ○ No

Explanations of policies for each "yes" checked above:

Subgrantee will make reasonable and good-faith effort during the first ninety (90) days it takes applications to interview, process, and serve households with direct energy costs and members who are:

- Elderly - at least 60 years of age
- Young Children - twenty-four months of age or under
- Susceptible to hypothermia as diagnosed by and documented by a statement from a physician

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

2.4 Describe how you prioritize the provision of heating assistance tovulnerable populations,e.g., benefit amounts, early application periods, etc.

- Intake/Application Process: give priority to those households most susceptible to hypothermia (elderly, disabled - susceptible to hypothermia as diagnosed and documented by a statement from a physician, and families with children 24 months of age or under).
- Maine uses a tiered benefit calculation that assures the highest benefits go to households with the highest heating energy costs and the lowest income. Household applications are entered into MaineHousing's centralized database, which automatically calculates household benefit amounts. As set forth in Chapter 24 of MaineHousing's Rules, the benefit calculation takes into account the following factors:
  - Household's actual fuel consumption data collected from energy vendors or estimated annual heating costs calculated by using the Design Heat Load formula;
  - Household income;
  - Household size; and
  - Susceptibility to hypothermia.

2.5 Check the variables you use to determine your benefit levels. (Check all that apply):

☑ Income

- [x] Family (household) size
- [x] Home energy cost or need:
  - [x] Fuel type
  - [x] Climate/region
  - [x] Individual bill
  - [x] Dwelling type
  - [ ] Energy burden (% of income spent on home energy)
  - [ ] Energy need
  - [x] Other - Describe:

Other (description): Benefit levels are based on the household's percent of poverty and actual consumption of primary heating fuel type for the prior heating season or by the Design Heat Load formula.

Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

2.6 Describe estimated benefit levels for FY 2016:

Minimum Benefit	$108	Maximum Benefit	$1,840

2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits? (•) Yes ( ) No

If yes, describe.

CAAs provide a number of in-kind and/or other benefits including:

- Extensive use of volunteers
- Coordination with utility benefits
- Private contributions for fuel assistance

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

File Attachment: Low Income Home Energy Assistance

Grantee Name: Maine State Housing Authority

Report Name: Detailed Model Plan (LIHEAP)

Report Period: 10/01/2016 to 09/30/2017

Section 2 Heating Assistance

2.1 Eligibility Guideline

Maine will use the following standards to determine income eligibility:

i. the lesser of 150% of Federal poverty guidelines or 60% of State median income; or

ii. the lesser of 170% of Federal poverty guidelines or 60% of State median income for households that have members who are elderly, twenty-four months of age or under, or susceptible to hypothermia as diagnosed by and documented by a statement from a physician.

MaineHousing will determine eligibility based on the availability of federal funding for the programs during each program year. MaineHousing strives to provide an average benefit in an amount to purchase at least 100 gallons of fuel. MaineHousing reserves the right to lower the percent of poverty criteria for HEAP eligibility to manage funding, benefit levels, and eligibility.

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Section 3 - Cooling Assistance

Eligibility, 2605(c)(1)(A), 2605 (b)(2) - Assurance 2

3.1 Designate The income eligibility threshold used for the Cooling componenet:

Add	Household size	Eligibility Guideline	Eligibility Threshold
1			0.00%

3.2 Do you have additional eligibility requirements for COOLING ASSITANCE?	○ Yes ○ No
3.3 Check the appropriate boxes below and describe the policies for each.	
Do you require an Assets test ?	○ Yes ○ No
Do you have additional/differing eligibility policies for:	
Renters?	○ Yes ○ No
Renters Living in subsidized housing ?	○ Yes ○ No
Renters with utilities included in the rent ?	○ Yes ○ No
Do you give priority in eligibility to:	
Elderly?	○ Yes ○ No
Disabled?	○ Yes ○ No
Young children?	○ Yes ○ No
Households with high energy burdens ?	○ Yes ○ No
Other?	○ Yes ○ No

Explanations of policies for each "yes" checked above:

3.4 Describe how you prioritize the provision of cooling assistance tovulnerable populations,e.g., benefit amounts, early application periods, etc.

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

3.5 Check the variables you use to determine your benefit levels. (Check all that apply):

- ☐ Income
- ☐ Family (household) size
- ☐ Home energy cost or need:
  - ☐ Fuel type
  - ☐ Climate/region
  - ☐ Individual bill
  - ☐ Dwelling type
  - ☐ Energy burden (% of income spent on home energy)
  - ☐ Energy need
  - ☐ Other - Describe:

Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)			
3.6 Describe estimated benefit levels for FY 2016:			
Minimum Benefit	$0	Maximum Benefit	$0
3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits? ○ Yes ○ No			
If yes, describe.			
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.			

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Section 4: CRISIS ASSISTANCE

Eligibility - 2604(c), 2605(c)(1)(A)

4.1 Designate the income eligibility threshold used for the crisis component

Add	Household size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	170.00%

4.2 Provide your LIHEAP program's definition for determining a crisis.

Energy Crisis shall have the same meaning as set forth in 42 U.S.C.A. §8622(3), as same may be amended from time to time. The term "energy crisis" means weather-related and supply shortage emergencies and other household energy-related emergencies.

A household may be eligible for crisis assistance if there is an imminent loss of heat due to:

- Less than 3-day supply of fuel (e.g. reading of 1/8 tank or less on a standard 275 gallon heating oil tank; reading of 25% or less on a propane tank; "3-day or less" supply standard applies to other delivered fuel types).
- Disconnection of service notice from electric utility if the household's heating system requires electricity.
- Dysfunctional or unsafe primary heating system and no secondary heating system.

A household is not considered to be in an energy crisis if:

- Household has a safe, operating secondary heating system and has a supply of product for that system.
- Vendor is willing to make a delivery on credit to the household. Household has financial means to purchase fuel.

4.3 What constitutes a life-threatening crisis?

Household is currently without heat or utility service to operate a heating source.

Crisis Requirement, 2604(c)

4.4 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households? 48Hours

4.5 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households in life-threatening situations? 18Hours

Crisis Eligibility, 2605(c)(1)(A)

4.6 Do you have additional eligibility requirements for CRISIS ASSISTANCE?	○ Yes ◉ No
4.7 Check the appropriate boxes below and describe the policies for each	
Do you require an Assets test ?	○ Yes ◉ No
Do you give priority in eligibility to :	
Elderly?	○ Yes ◉ No
Disabled?	○ Yes ◉ No
Young Children?	○ Yes ◉ No
Households with high energy burdens?	○ Yes ◉ No
Other?	○ Yes ◉ No
In Order to receive crisis assistance:	
Must the household have received a shut-off notice or have a near empty tank?	◉ Yes ○ No

Must the household have been shut off or have an empty tank?	○ Yes ◉ No
Must the household have exhausted their regular heating benefit?	◉ Yes ○ No
Must renters with heating costs included in their rent have received an eviction notice ?	○ Yes ◉ No
Must heating/cooling be medically necessary?	○ Yes ◉ No
Must the household have non-working heating or cooling equipment?	○ Yes ◉ No
Other? see attached	○ Yes ◉ No
Do you have additional / differing eligibility policies for:	
Renters?	○ Yes ◉ No
Renters living in subsidized housing?	◉ Yes ○ No
Renters with utilities included in the rent?	◉ Yes ○ No

Explanations of policies for each "yes" checked above:

Allowable expenditures must be related to averting an Energy/Life-Threatening Crisis and may include:

1. Home Energy deliveries provided the Eligible Household has exhausted any remaining Beneits previously paid to a Vendor on behalf of the Eligible Household;
2. Surcharges, reconnection charges, or penalties related to a final utility disconnection notice;
3. Crisis beneits may be paid to an electric utility to prevent disconnection of service if the household's Heating System requires electricity;
4. Heating System repairs.

Crisis funds cannot be used to pay for Home Energy deliveries or Heating System repairs if the Applicant resides in Subsidized Housing with heat included or a Rental Unit with heat included.

Determination of Benefits

4.8 How do you handle crisis situations?

☑	Separate component
☐	Fast Track
☐	Other - Describe:

4.9 If you have a separate component, how do you determine crisis assistance benefits?

☐	Amount to resolve the crisis.
☑	Other - Describe: The maximum (crisis) benefit amount is determined annually based on economic conditions, available funding, and the average cost for 100 gallons of oil.

Crisis Requirements, 2604(c)

4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served?

◉ Yes ○ No Explain.

Crisis applications are given priority at all intake and processing steps. Crisis procedures include home visits if necessary, referrals, or communication with vendors.

Subgrantees take crisis applications by one of the following methods:

- If the household has previously completed an application and has been certified income- eligible for heating assistance in the current program year, they may apply for crisis assistance over the telephone. In such cases, subgrantees complete an Emergency Worksheet to assess and document the crisis situation.
- If the household does not have a current certified heating assistance application on file, they may apply for crisis assistance over the telephone. In such cases, the applicant will need to make arrangements to go into the subgrantee's office or remote intake site to complete the application process - i.e. sign the application documents and provide any required documentation to verify the household's eligibility.
- Elderly or disabled applicants may apply over the telephone. If necessary, the subgrantee will make arrangements for a home visit to secure the applicant's signature on the application documents and any required documentation to verify the household's income-eligibility.

Conditioned on the availability of crisis funds, some form of assistance that will resolve the Energy Crisis will be provided within 48 hours after Household has been certified eligible for ECIP. In Life Threatening Crisis situations some form of assistance that will resolve the crisis will be provided within 18 hours after a Household has been certified eligible for ECIP.

4.11 Do you provide individuals who are physically disabled the means to:

Submit applications for crisis benefits without leaving their homes?

(•) Yes ( ) No If No, explain.

Travel to the sites at which applications for crisis assistance are accepted?

( ) Yes (•) No If No, explain.

If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled?

At applicant's request, the subgrantee must make reasonable accomodations or a person with a disability.

Elderly or diabled individuals may apply over the telephone. If necessary, the subgrantee will make arrangements or a home visit to secure the applicant's signature on the application documents and to obtain any required documentation to verify the household's income-eligibility.

Benefit Levels, 2605(c)(1)(B)

4.12 Indicate the maximum benefit for each type of crisis assistance offered.

Winter Crisis	$400.00 maximum benefit
Summer Crisis	$0.00 maximum benefit
Year-round Crisis	$0.00 maximum benefit

4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?

( ) Yes (•) No If yes, Describe

4.14 Do you provide for equipment repair or replacement using crisis funds?

(•) Yes ( ) No

If you answered "Yes" to question 4.14, you must complete question 4.15.

4.15 Check appropriate boxes below to indicate type(s) of assistance provided.

	Winter Crisis	Summer Crisis	Year-round Crisis
Heating system repair	☑	☐	☐
Heating system replacement	☐	☐	☐
Cooling system repair	☐	☐	☐
Cooling system replacement	☐	☐	☐
Wood stove purchase	☐	☐	☐
Pellet stove purchase	☐	☐	☐
Solar panel(s)	☐	☐	☐
Utility poles / gas line hook-ups	☐	☐	☐
Other (Specify): Gas line hook-ups	☑	☐	☐

4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?

(•) Yes ( ) No

If you responded "Yes" to question 4.16, you must respond to question 4.17.

4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.

November 15 through April 15 - Disconnect not permitted if income-eligible customer agrees to a special payment arrangement. Requires Public

Utilities Commission (PUC) approval. 30 day delay, with renewals up to 90 days, if physician certifies that disconnect would adversely affect the health of a household member. Cannot disconnect if an overdue amount is less than $50, unless the overdue amount is more than 90 days old or the utility bills four times a year or less.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Section 5: WEATHERIZATION ASSISTANCE

Eligibility, 2605(c)(1)(A), 2605(b)(2) - Assurance 2

5.1 Designate the income eligibility threshold used for the Weatherization component

Add	Household Size	Eligibility Guideline	Eligibility Threshold
1	All Household Sizes	HHS Poverty Guidelines	170.00%

5.2 Do you enter into an interagency agreement to have another government agency administer a WEATHERIZATION component? ○ Yes ◉ No

5.3 If yes, name the agency.

5.4 Is there a separate monitoring protocol for weatherization? ◉ Yes ○ No

WEATHERIZATION - Types of Rules

5.5 Under what rules do you administer LIHEAP weatherization? (Check only one.)

☐ Entirely under LIHEAP (not DOE) rules

☐ Entirely under DOE WAP (not LIHEAP) rules

☑ Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply):

- ☐ Income Threshold
- ☑ Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days
- ☑ Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).
- ☐ Other - Describe:

☐ Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)

- ☐ Income Threshold
- ☐ Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.
- ☐ Weatherization measures are not subject to DOE Savings to Investment Ration (SIR) standards.
- ☐ Other - Describe:

Eligibility, 2605(b)(5) - Assurance 5

5.6 Do you require an assets test?	◉ Yes ○ No
5.7 Do you have additional/differing eligibility policies for :	
Renters	○ Yes ◉ No
Renters living in subsidized housing?	◉ Yes ○ No
5.8 Do you give priority in eligibility to:	
Elderly?	◉ Yes ○ No
Disabled?	◉ Yes ○ No
Young Children?	○ Yes ◉ No
House holds with high energy	◉ Yes ○ No

burdens?	
Other? Young children 24 months of age or less	◉ Yes ○ No

If you selected "Yes" for any of the options in questions 5.6, 5.7, or 5.8, you must provide further explanation of these policies in the text field below.

5.6 Asset test: Applies to Central Heating Improvement Program activities (see attached)

5.7 Renters living in subsidized housing with heat included (see attached)

5.8 Elderly/Disabled/Young Children:
Priority Applicant means a Household with a Direct Energy Cost as well as a member in the Household who is (i) an Elderly Person 60 years of age or older, or (ii) susceptible to hypothermia as diagnosed by and documented by a statement from a physician, or (iii) twenty-four months (24) of age or under.

MaineHousing requires each subgrantee to develop and maintain a wait list consisting of all income-eligible households that have not previously received weatherization services. The subgrantee will priortizes households for HEAP weatherization services in the following order:

1. Households that have memebers who are elderly, twenty-four (24) months of age or under, or susceptible to hypothermia as diagnosed by and documented by a statement from a physician.
2. Households with the highest home energy burden.
3. Households where there are opportunities to leverage funds for providing weatherization services.
4. All other Households.

Benefit Levels

5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household? ○ Yes ◉ No

5.10 If yes, what is the maximum? $0

Types of Assitance, 2605(c)(1), (B) & (D)

5.11 What LIHEAP weatherization measures do you provide ? (Check all categories that apply.)

☑ Weatherization needs assessments/audits	☑ Energy related roof repair
☑ Caulking and insulation	☑ Major appliance Repairs
☑ Storm windows	☑ Major appliance replacement
☑ Furnace/heating system modifications/ repairs	☑ Windows/sliding glass doors
☑ Furnace replacement	☑ Doors
☐ Cooling system modifications/ repairs	☑ Water Heater
☐ Water conservation measures	☐ Cooling system replacement
☑ Compact florescent light bulbs	☐ Other - Describe:

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

File Attachment: Low Income Home Energy Assistance

Grantee Name: Maine State Housing Authority

Report Name: Detailed Model Plan (LIHEAP)

Report Period: 10/01/2016 to 09/30/2017

Section 5.5 Weatherization

Maine will allocate up to 15% of the FFY 2017 grant for HEAP Weatherization and other energy-related home repair, including the Central Heating Improvement Program (CHIP).

HEAP Weatherization

1. The purpose of HEAP Weatherization is to reduce Eligible Households' need for Fuel Assistance, particularly those with the lowest Household Incomes that pay a high proportion of Household Income for Home Energy and those that include Priority Applicants.

    a. Using HEAP Weatherization in conjunction with DOE funds: If the HEAP Weatherization guidelines conflict with those required by 10 CFR Part 440, DOE requirements shall have precedence. HEAP Weatherization funds may only be used to weatherize Dwelling Units occupied by HEAP income-eligible households.

    b. When no DOE funds are used in a Dwelling Unit, Subgrantee shall perform an energy audit in accordance with the energy audit procedure as approved by MaineHousing.

    c. Weatherization measures must be installed in accordance with the Maine Weatherization Standards, as may be amended from time to time.

    d. Eligibility. A Household may be eligible for HEAP Weatherization if the Household:

        i. is eligible for LIHEAP/fuel assistance;

        ii. has a LIHEAP application certified-eligible within the twelve (12) months preceding the date of the Subgrantee's energy audit of the Dwelling Unit; and

        iii. does not have a more recent Application that has been certified-denied.

2. Proof of Ownership. The Subgrantee shall verify ownership of all Dwelling Units and Rental Units prior to performing any work. Proof of ownership may include current property tax bill, statement from the local tax assessor, town clerk or similar municipal official, or documentation from electronic registry.

    Life estates and leases require a copy of the document conferring the Applicant's rights.

    The Subgrantee must obtain the written permission of the owner of the Rental Unit prior to performing any work.

3. A Dwelling Unit will not be eligible under HEAP Weatherization if:

    a. Dwelling Unit received weatherization services under HEAP Weatherization or another MaineHousing program after September 30, 1994.

    b. Dwelling Unit has been designated for acquisition or clearance by a federal, state, or local program or order;

    c. Dwelling Unit has been designated for foreclosure;

    d. Dwelling Unit is for sale;

    e. Dwelling Unit is vacant;

    f. Dwelling Unit is uninhabitable;

    g. Dwelling Unit is in poor structural condition making the installation of HEAP Weatherization services impractical, impossible, or ineffective;

    h. Dwelling Unit is in such poor structural condition that the proposed HEAP Weatherization services would have a longer life expectancy than the Dwelling Unit;

    i. Dwelling Unit has been damaged by fire, flood or an act of God and repair of the damage is covered by insurance;

    j. There are obvious discrepancies found between the information supplied on the Application and observed conditions during the HEAP Weatherization process. The Subgrantee must resolve any discrepancies before work can continue.

4. Allowable Uses:

    a. Weatherization needs assessments/audits;

    b. Air sealing and insulation;

    c. Storm windows;

    d. Heating System modifications/repairs;

    e. Heating System replacements;

    f. Heating System cleaning, tuning, and evaluating;

    g. Compact fluorescent light bulbs;

    h. Energy related roof repairs;

i. Major appliance repairs/replacements, including water heaters, provided the total cost of the appliances does not exceed 20% of the labor and material costs associated with the installation of energy conservation measures;

j. Incidental Repairs – per unit average not to exceed 20%;

k. Health and safety measures – per unit average not to exceed $1,200;

l. Replacement windows and doors are allowable only under exceptional circumstances and only after all other reasonable repair options have been considered and rejected.

5. Fuel Switching: As a general guideline, the practice of fuel switching when replacing Heating Systems is not allowed. However, if the Subgrantee determines that the switching of a fuel source is warranted, then a written waiver request should be submitted to MaineHousing for review and consideration (on a case-by-case basis) prior to the installation.

6. Work on an eligible Dwelling Unit previously weatherized under a MaineHousing program may be reopened if:

   a. the reopening occurs within six (6) months of completion of the original weatherization service; and

   b. The reopening is required because the previous service is the proximate cause of an immediate threat to the health and safety of the occupants; or

   c. The quality of weatherization material or its installation is deemed deficient by MaineHousing.

7. Subgrantees shall administer and operate HEAP Weatherization in their Service Areas, unless otherwise authorized by MaineHousing.

8. For the purposes of HEAP Weatherization, Subgrantees must conduct a public bid process at least annually as prescribed by MaineHousing.

Central Heating Improvement Program (CHIP)

1. Subgrantees shall provide CHIP services based on the following priority order:

   a. Eligible Households experiencing an Energy Crisis caused by Heating System malfunction or failure.

   b. Non-wood Heating Systems that cannot achieve a minimum steady state efficiency of 70% (as determined by a CTE).

   c. Preventative CTE and minor repairs on a non-emergency basis (owner-occupied dwelling units only). Date of the last CTE by a licensed technician must be more than

12 months prior to the initiation of services date.

2. Eligible Households shall be served on a first-come, first-served basis with respect to each level of priority except when the Subgrantee is providing weatherization services to a Dwelling Unit. In this case, CHIP activities to Eligible Households that enable the Subgrantee to leverage funds may be served first.

3. Subgrantees shall administer and operate CHIP in their Service Areas unless otherwise determined by MaineHousing.

4. Household may be eligible for CHIP if the Household is eligible for LIHEAP fuel assistance and its countable assets do not exceed $5,000. Applicants sixty two (62) years or older, however, may have countable assets up to $50,000. Countable assets are resources that are available to meet the immediate and urgent needs of the Household, and include:

    a. Cash and funds on prepaid debit cards

    b. Money in a checking or savings account (health savings accounts, educational funds, and burial accounts are excluded)

    c. Stocks or bonds

    d. U.S. Treasury bills

    e. Money market funds

    f. Value of real estate in excess of that considered necessary and appropriate for their primary residence and the lot it occupies.

    The overall purpose of these asset limitations is to encourage a Household's contribution to meeting their needs, when possible, and at the same time recognize that household assets represent needed income and insurance against financial calamities, and that it is prudent to retain these assets to some extent.

5. Rental Units Occupied By An Eligible Household: A life-time maximum benefit of $400 for an Eligible Household. The maximum allowed in a non-owner occupied multi-family building is the lesser of $400 times the number of Heating Systems that provide heat to Eligible Households or $1,600.

6. If an Eligible Household member holds a life estate or life lease interest in and occupies the Dwelling Unit, the life-time maximum benefit for the Dwelling Unit is $400 unless the document conferring the rights of the life estate or life lease states that the Eligible Household member is responsible for maintaining the Dwelling Unit, or the Dwelling Unit is owned by an Eligible Household.

7. Proof of Ownership. The Subgrantee shall verify ownership of all Dwelling Units and Rental Units prior to performing any work. Proof of ownership may include current property tax bill, statement from the local tax assessor, town clerk or similar municipal official, or documentation

from electronic registry.

Life estates and life leases require a copy of the document conferring the Applicant's rights.

The Subgrantee must obtain the written permission of the owner of the Rental Unit prior to performing any work on the Heating System unless the Tenant has exercised his or her right under 14 M.R.S.A. Section 6026 to make certain repairs.

8. A Dwelling Unit will not be eligible under CHIP if:

    a. Dwelling Unit is a Rental Unit that has received prior CHIP services to the life-time maximum benefit.

    b. Dwelling Unit has been designated for acquisition or clearance by a federal, state, or local program or order.

    c. Dwelling Unit has been designated for foreclosure.

    d. Dwelling Unit is for sale.

    e. Dwelling Unit is vacant.

    f. Dwelling Unit is uninhabitable.

    g. Dwelling Unit is in poor structural condition making the installation of CHIP services impractical, impossible, or ineffective.

    h. Dwelling Unit is in such poor structural condition that the proposed CHIP services would have a longer life expectancy than the Dwelling Unit.

    i. Dwelling Unit has been damaged by fire, flood or an act of God and repair of the damage is covered by insurance.

    j. There are obvious discrepancies found between the information supplied on the Application and observed conditions during the CHIP process. The Subgrantee must resolve any discrepancies before work can continue.

    k. Dwelling Unit has any other Heating System that is safe, operable, and is capable of heating the dwelling adequately during severe cold weather.

    l. Subgrantee determines the Applicant failed to properly maintain a Heating System that was previously repaired or replaced under CHIP.

    m. Eligible Households who apply for CHIP services for more than one Dwelling Unit will be subject to additional review to ensure the requested services are consistent with the intent of the program.

9. CHIP Allowable Uses:

    a. Cleaning, tuning, and evaluating oil or gas systems

    b. Cleaning, evaluating, and servicing solid fuel systems

    c. Replacing oil or gas burners

    d. Replacing cracked heat exchangers

    e. Replacing oil, gas, electric or solid fuel Heating Systems

    f. Sealing and insulating Heating System pipes or ducts in unconditioned spaces

    g. Installing electrical or mechanical Heating System ignition systems

    h. Replacing or relocating thermostats and anticipator adjustment

    i. Baffling of the combustion chamber

    j. Optimizing the firing rate

    k. Cleaning of the chimney

    l. Smoke Alarms.Fire extinguishers

    m. Carbon Monoxide detectors

    n. Oil tanks

    o. Other measures necessary to bring Heating Systems into compliance with applicable State and local codes and Maine Fuel Board requirements.

    p. Other measures necessary to correct any Heating System problems that pose an immediate threat to the health and safety of the Eligible Household.

10. CHIP Unallowable Uses:

    a. Reimbursement or payment for purchases made by or costs incurred by an Applicant.

    b. Replacement of a Heating System if the Dwelling Unit received a prior Heating System replacement funded by CHIP unless the Heating System is near the end of or beyond its estimated useful life as defined by http://portal.hud.gov/hudportal/documents/huddoc?id=CNAeTool.pdf.

11. Fuel Switching. As a general guideline, the practice of fuel switching is not allowed. However, if the Subgrantee determines that the switching of a fuel source is warranted, then a written waiver

request should be submitted to MaineHousing for review and consideration (on a case-by-case basis) prior to the installation.

12. Subgrantee must perform a final inspection on all CHIP services in excess of $1,000. Inspections will include an evaluation to determine:

    a. Compliance with applicable codes;

    b. That all work performed was authorized by the Subgrantee; and

    c. The combustion efficiency level of the Heating System where technically feasible.

13. Specific Procurement Requirements. Prior to the performance of CHIP services, the Subgrantee shall follow the procedures below:

    a. Procurement less than or equal to $3,000. Procurement of services, including materials, equipment and services from specialized trades, such as electricians, plumbers, masons and oil burner repair people shall be performed in accordance with the following procedures.

        i. Solicit by telephone, email, vendor website, catalog, price list, or similar means one price quote for the required materials, equipment and services.

        ii. Determine if the quoted price is reasonable based on one or more factors identified by Subgrantee, such as recent purchases of, or research on, goods or services of the same kind or related knowledge or expertise; otherwise, solicit two price quotes by similar means.

        iii. Copies of all procurement records, including basis for the contractor selection and factors used to determine if the quoted price is reasonable, must be retained in the Subgrantee files.

    b. Procurement over $3,000. Procurement of services, including materials, equipment and services from specialized trades, such as electricians, plumbers, masons and oil burner repair people shall be performed in accordance with the following procedures.

        i. Perform a price survey for the required materials, equipment and services.

        ii. Make every reasonable attempt to receive price quotations or bids from at least three (3) reputable Contractors and fully document the bid process and all bids received on a survey sheet.

        iii. Purchase the materials, equipment or services from the Contractor, whose bid or proposal is the lowest, taking into consideration the Contractor's performance record and other relevant factors. Fully document the selection process.

iv. Copies of all procurement records, including basis for contractor selection must be retained in the Subgrantee files.

c. The Subgrantee must prepare an Invitation to Bid or a Request for Proposal, which:

i. Identifies all requirements which prospective bidders must fulfill, including the due dates for bids; and

ii. Identifies all factors which the Subgrantees will consider in evaluating and awarding bids.

d. The Invitation to Bid or Request for Proposal must be mailed, faxed or emailed to no less than three (3) prospective contractors who may reasonably be expected to submit a bid.

e. All bids must be received by the Subgrantee contact person via mail, fax or e-mail prior to a specified time for a bid opening at a specified time and location. All bids received must be kept in a secure location prior to all bids being received and tabulated. In addition, all correspondence relating to the procurement action must be retained in the bid files.

f. Sole Source Procurement. Subgrantee may solicit a proposal from only one source for one of the following reasons.

i. Sole source procurement may be used in the following instances:

ii. Emergency or Urgent Need. An emergency situation or other urgent need exists and only one known source can provide the required goods or services within the time needed. Emergency or urgent situations include, but are not limited to, natural disasters or a Life Threatening Crisis.

iii. Uniqueness. The item or service is available from only one source, based on a reasonable, good faith review of the market for the type of item or service needed.

iv. Inadequate Competitive Proposals. After evaluation of all proposals submitted in a competitive procurement, all proposals are determined to be inadequate.

v. Subgrantee shall submit a written statement justifying the use and approval of all sole source procurements, in excess of $3,000, to MaineHousing for its consideration prior to the installation of services.

vi. Subgrantee will retain a copy of the solicitation and the proposal received in response, a record of the approval by MaineHousing in Subgrantee's records.

File Attachment: Low Income Home Energy Assistance

Grantee Name: Maine State Housing Authority

Report Name: Detailed Model Plan (LIHEAP)

Report Period: 10/01/2016 to 09/30/2017

Section 5.5 Weatherization – Quality Assurance and Training Protocols

MaineHousing administers the HEAP Weatherization and other energy-related home repair, including the Central Heating Improvement Program (CHIP) mostly under LIHEAP rules. Pursuant to the requirements of the Model Plan, MaineHousing has established quality control, training, inspection, and installation protocols to ensure program integrity and work quality.

1. **HEAP Weatherization Protocols**:

   a. **Maine State Housing 2011 Maine Weatherization Standards ("Standards")**: HEAP Weatherization work shall comply with all applicable codes and Standards. The Standards provide guidelines to local administering agencies and contractors regarding the proper delivery of weatherization services for residential buildings. The purpose of the Standards is to ensure that high quality service is given at a reasonable cost and is delivered uniformly throughout Maine. The success of this program depends upon agencies and contractors having a full understanding of these weatherization standards.

      The objective of the Standards is twofold. First, it serves to define the appropriate application of weatherization measures for each residence serviced. The Standards delineate material specifications as well as the steps that should be followed to complete each measure. Alternative methods will be allowed, but whatever method is used must meet or exceed the standard described in the relevant section of this document. Second, the Standards set guides for the expectation of quality of the installed product. Procedures are included for evaluating the quality of each installed conservation measure and the overall quality of the completed job. Additionally, the Standards help ensure that weatherization program funds are used in the most cost-effective manner possible.

      The Standards are intended to be a dynamic document, changing as necessary to reflect advances in best practices for weatherization and the health and safety of clients and weatherization personnel.

   b. **Final Inspection**: No dwelling unit may be billed under HEAP Weatherization until the subgrantee has performed a final inspection and certified that the applicable work was performed in an acceptable manner.

   c. **Desk Reviews**: MaineHousing staff performs a comprehensive compliance and technical (desk) review of jobs submitted for billing. This review verifies weatherization services were administered and installed in accordance with program requirements; verifies eligibility of dwelling unit and household, required documentation has been signed by the appropriate parties, and the pre- and post-weatherization testing and measures installed were consistent/compliant with program requirements. Any

identified issues or questions must be addressed with and resolved by the subgrantee prior to payment.

d. **Monitoring**: Quality control is done by MaineHousing's Technical Service Specialists. At a minimum, 10% of all units billed as completed will receive State unit inspections. If the work does not comply with program requirements and Standards, the MaineHousing Technical Service Specialist will require the subgrantee to issue an add-work/rework order or de-bill the job.

e. **Training:**

   i. MaineHousing organizes specialized trainings as determined necessary.

   ii. MaineHousing conducts ongoing assessment of subgrantee training needs during onsite inspections, audits, desk reviews, and joint meetings. MaineHousing's Technical Service Specialists work in the field with subgrantee staff to provide training and support as needed.

   iii. Maine's Building Technology Committee meets on a monthly basis to discuss all aspects of the weatherization program. The committee consists of a technical representative from each subgrantee. MaineHousing participates in the monthly BTC meetings where production, training, and other programmatic developments and standards are discussed. Through this venue subgrantees are continually updated with information and techniques regarding energy conservation and health and safety issues. This ensures that all subgrantees are receiving the same information and creates consistency for a quality program across the state.

   iv. MaineHousing participates in monthly meetings with the Housing Council. This council consists of weatherization managers from each subgrantee. This serves as a forum for discussing policy issues, identifying training needs, and for sharing information.

2. **Central Heating Improvement Program (CHIP) Protocols**:

   a. **Final Inspections**: Subgrantee must perform a final inspection on all CHIP services in excess of $1,000. Inspections will include an evaluation to determine:

      i. Compliance with applicable codes;

      ii. That all work performed was authorized by the subgrantee; and

      iii. The combustion efficiency level of the Heating System (when technically feasible).

   b. **Desk Reviews**: The EHS Weatherization Program Officer performs desk audits of 100% of the CHIP job billings. This review verifies – i) services were procured, administered and installed in accordance with program requirements; ii) eligibility of dwelling unit and household; and iii) required documentation has been signed by the appropriate parties. Any identified issues or questions must be addressed with and resolved by the subgrantee prior to payment.

   c. **Monitoring**: MaineHousing performs onsite inspections as deemed necessary.

File Attachment: Low Income Home Energy Assistance

Grantee Name: Maine State Housing Authority

Report Name: Detailed Model Plan (LIHEAP)

Report Period: 10/01/2016 to 09/30/2017

Section 5 **Multifamily Weatherization**

MaineHousing's goal for the weatherization of multifamily units is for the low income tenants to receive a direct benefit. Multifamily properties are those with two or more units. If the owner occupies one of the units in a two to four unit rental property, the property will be considered a single family dwelling provided the owner is LIHEAP eligible.

MaineHousing allows for the weatherization of the entire building rather than just the low income units. If a property consists of more than one building, each building will need to qualify on its own.

The purpose of HEAP Weatherization is to reduce Eligible Households' need for Fuel Assistance, particularly those that include Priority Applicants and pay a high proportion of Household Income for Home Energy. Therefore, the primary focus is on properties where the low income tenants see a direct financial benefit. For these reasons, HEAP Weatherization funding may be used to weatherize multifamily units according to the following guidelines:

1. Not less than 66% (or 50% in the case of multi-family units of 2 or 4 dwelling units), must be LIHEAP eligible (all buildings if a multi-building property).
2. The percentage of units weatherized per program year that may be multi-family is limited to the percentages shown in the table below. This represents the percentage of multi-family units in each county.
3. Multi-family properties must have resident-paid heat (without utility allowances) in order to have HEAP fund 100% of the costs of a weatherization.
4. Any other property (those with heat included in rent or those with utility allowances) will be required to pay 40% of the cost of the weatherization and HEAP will pay for 60% of the cost. This is the average cost breakdown between materials and labor respectively.

Percent HEAP Weatherized Units that May be Multi-Family by County:

Androscoggin County	32%
Aroostook County	18%
Cumberland County	26%
Franklin County	13%
Hancock County	9%
Kennebec County	21%
Knox County	12%
Lincoln County	8%
Oxford County	15%
Penobscot County	22%
Piscataquis County	8%
Sagadahoc County	16%
Somerset County	10%
Waldo County	11%
Washington County	8%
York County	22%

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 06/30/2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

Section 6: Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

6.1 Select all outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

- [x] Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.
- [x] Publish articles in local newspapers or broadcast media announcements.
- [x] Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.
- [x] Mass mailing(s) to prior-year LIHEAP recipients.
- [x] Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.
- [ ] Execute interagency agreements with other low-income program offices to perform outreach to target groups.
- [ ] Other (specify):

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 06/30/2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

Section 7: Coordination, 2605(b)(4) - Assurance 4

7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.).

☐	Joint application for multiple programs
☑	Intake referrals to/from other programs
☐	One - stop intake centers
☐	Other - Describe:

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 06/30/2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Section 8: Agency Designation, 2605(b)(6) - Assurance 6 (Required for state grantees and the Commonwealth of Puerto Rico)

8.1 How would you categorize the primary responsibility of your State agency?

☐	Administration Agency
☐	Commerce Agency
☐	Community Services Agency
☐	Energy / Environment Agency
☑	Housing Agency
☐	Welfare Agency
☐	Other - Describe:

Alternate Outreach and Intake, 2605(b)(15) - Assurance 15

If you selected "Welfare Agency" in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.

8.2 How do you provide alternate outreach and intake for HEATING ASSISTANCE?

Subgrantees partner with community based programs including social service organizations and town offices to provide applicants with alternate venues to apply for heating assistance.

8.3 How do you provide alternate outreach and intake for COOLING ASSISTANCE?

Not applicable. Maine does not offer cooling assistance.

8.4 How do you provide alternate outreach and intake for CRISIS ASSISTANCE?

Subgrantees have other funds (non-LIHEAP) funds available to provide crisis assistance. Additionally, the subgrantees keep community partners informed about the availability of crisis assistance funds.

8.5 LIHEAP Component Administration.	Heating	Cooling	Crisis	Weatherization
8.5a Who determines client eligibility?	Community Action Agencies	Non-Applicable	Community Action Agencies	Community Action Agencies
8.5b Who processes benefit payments to gas and electric vendors?	State Housing Agency	Non-Applicable	State Housing Agency	
8.5c who processes benefit payments to bulk fuel vendors?	State Housing Agency	Non-Applicable	State Housing Agency	
8.5d Who performs installation of weatherization measures?				Other

If any of your LIHEAP components are not centrally-administered by a state agency, you must complete questions 8.6, 8.7, 8.8, and, if applicable, 8.9.

8.6 What is your process for selecting local administering agencies?

Subgrantees will be selected annually based on the following criteria:

1. Experience with providing Fuel Assistance or similar programs to low-income persons;
2. Current capacity to administer a timely and effective Fuel Assistance program for the intended Service Area;
3. Demonstrated capacity to adequately serve low-income persons residing in their Service Areas;
4. The availability of other qualified entities to service a particular area;
5. The geographic area customarily serviced by the potential subgrantee;
6. Cost efficiency in administering a Fuel Assistance program;
7. The ability to enhance accessibility to other low-income programs administered by the Subgrantee;
8. Acceptable schedule for taking Applications; and
9. The ability to perform outreach activities and serve homebound recipients.

Subgrantee shall make annual, written applications to MaineHousing that address each of the above criteria. Subgrantee applications must be received no later than June 1st of each year.

8.7 How many local administering agencies do you use? 9

8.8 Have you changed any local administering agencies in the last year?

- ○ Yes
- ◉ No

8.9 If so, why?

☐	Agency was in noncompliance with grantee requirements for LIHEAP -
☐	Agency is under criminal investigation
☐	Added agency
☐	Agency closed
☐	Other - describe

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

File Attachment: Low Income Home Energy Assistance

Grantee Name: Maine State Housing Authority

Report Name: Detailed Model Plan (LIHEAP)

Report Period: 10/01/2016 to 09/30/2017

Section 8 Agency Designation

8.5 (d) Who performs installation of weatherization measures? (other description)
Community Action Agency crews or independent contractors.

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OMB Clearance No.: 0970-0075
Expiration Date: 04/30/2014

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN

Section 9: Energy Suppliers, 2605(b)(7) - Assurance 7

9.1 Do you make payments directly to home energy suppliers?

Heating	(•) Yes ( ) No
Cooling	( ) Yes (•) No
Crisis	(•) Yes ( ) No
Are there exceptions?	(•) Yes ( ) No

If yes, Describe.

MaineHousing may issue direct checks to LIHEAP recipients who do not have a designated vendor in their area or who pay rent with heat included. MaineHousing and Subgrantees encourage recipients to apply their benefits to their electric utility account if their benefit cannot be used for their primary heating system and the eligible household is responsible for their electric utility bill. Benefits are determined based on a household's primary fuel type.

9.2 How do you notify the client of the amount of assistance paid?

Once the client's application has been approved for payment, the Subgrantee mails a benefit notification letter to the Primary Applicant. The benefit notification letter shall:

- State the Benefit amount;
- State the date the Benefit was sent to the Vendor;
- State the approved Home Energy type;
- State the manner by which the Primary Applicant can request an appeal.

9.3 How do you assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment?

Vendor performance is ensured through Vendor Agreements, annual reports provided by contracted vendors, and on-site monitoring. Additionally, vendors must submit detailed transactions reports with benefit returns to show delivery and payment activity/history for the LIHEAP client's account.

Vendor agreements are attached.

9.4 How do you assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?

The contract between MaineHousing and the vendor explicitly prohibits discrimination. Participating vendors must agree not to discriminate against any Eligible Household regarding the extension of credit to purchase Home Energy or other services, the price of Home Energy or other services, or the terms or conditions of the delivery of Home Energy or other services solely on the basis of its being an Eligible Household.

9.5. Do you make payments contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households?
( ) Yes (•) No

If so, describe the measures unregulated vendors may take.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 06/30/2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
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Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10)

10.1. How do you ensure good fiscal accounting and tracking of LIHEAP funds?

In order to ensure good fiscal accounting and tracking around Heating Assistance, Crisis Assistance, Weatherization, and Central Heating Improvement Program, MaineHousing performs onsite and desk reviews of each subgrantee which include a review of agency fiscal policies and procedures; a reconciliation of billings submitted to agency general ledger detail and supporting documentation; and an examination of each subgrantee's A-133 Federal Compliance Audit. Additionally, six month Corrective Action Reviews are required in the event MaineHousing identifies significant compliance concerns with an individual subgrantee.

Each onsite visit will include an entrance and exit interview. Onsite monitoring includes, but is not limited to: review of the previous audit report to identify focus areas for the review; analyzing the data used by each subgrantee to determine client income eligibility and benefit determination; observation of the applicant intake process; and other monitoring steps to ensure overall program compliance. Additionally, desk reviews may be completed periodically and would include such things as checking application data residing in MaineHousing's centralized database for anomalies using pre-determined indicators or specific data points (i.e. duplicate addresses, certification outside the required 30 business day period, etc).

The fair hearing process in place at MaineHousing provides an opportunity to conduct additional in-depth client file monitoring because a thorough analysis is completed by the MaineHousing Compliance Officer of each filed complaint to ensure that the subgrantee followed program rules in determining client eligibility and benefit determination.

The monitoring of energy suppliers is conducted in a number of ways:

- Onsite visits to vendors (those deemed high risk as well as a sampling of others);
- Desk reviews of vendors: a random sample of client accounts are reviewed to assess the vendor practices and deterine vendor risk rating;
- Review of submitted annual vendor reports using data points to identify anomalies;
- Review of transaction reports (delivery and payment activity) from May 1st forward for the benefit year(s) being returned.

After each conducted monitoring, MaineHousing issues a written report containing all findings to the subgrantee/vendor. The report will establish a reasonable time period for comment and the required corrective action(s) by the subgrantee/vendor.

Upon request from the subgrantee/vendor, MaineHousing will provide technical assistance in all areas needing corrective action.

Depending upon the significance of the issue(s), failure to comply with the required corrective action plans could result in a notice of termination.

Audit Process

10.2. Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A - 133?
(•) Yes ( ) No

10.3. Describe any audit findings rising to the level of material weakness or reportable condition cited in the A-133 audits, Grantee monitoring assessments, inspector general reviews, or other government agency reviews of the LIHEAP agency from the most recently audited fiscal year.

No Findings ☐

Finding	Type	Brief Summary	Resolved?	Action Taken
1				

10.4. Audits of Local Administering Agencies

What types of annual audit requirements do you have in place for local adminstering agencies/district offices?
Select all that apply.

☑ Local agencies/district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133

☐ Local agencies/district offices are required to have an annual audit (other than A-133)

- [x] Local agencies/district offices' A-133 or other independent audits are reviewed by Grantee as part of compliance process.
- [x] Grantee conducts fiscal and program monitoring of local agencies/district offices

Compliance Monitoring

10.5. Describe the Grantee's strategies for monitoring compliance with the Grantee's and Federal LIHEAP policies and procedures: Select all that apply

Grantee employees:

- [x] Internal program review
- [x] Departmental oversight
- [x] Secondary review of invoices and payments
- [ ] Other program review mechanisms are in place. Describe:

Local Adminstering Agencies / District Offices:

- [x] On - site evaluation
- [x] Annual program review
- [x] Monitoring through central database
- [x] Desk reviews
- [x] Client File Testing / Sampling
- [ ] Other program review mechanisms are in place. Describe:

10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol.

MaineHousing's Program Compliance Officer performs onsite audits of the subgrantees. These field audits allow for first-hand observation of program activity. Monitoring tasks include:

- Reviewing procedures and client file documentation
- Confirming and evaluating use of LIHEAP statewide database
- Verifying subgrantees are knowledgeable of regulations
- Confirming that quality of work meets minimum program standards

Additionally, each subgrantee is audited by an independent public accountant who performs single audit test work. MaineHousing reviews each subgrantee's independent audit, noting any findings and following up on all findings/questioned costs to ensure that they are addressed and corrected in a timely manner.

10.7. Describe how you select local agencies for monitoring reviews.

Site Visits:

Onsite program and fiscal monitoring reviews are conducted at all local agencies. Additional reviews may be conducted if major issues are identified during the annual review.

Desk Reviews:

MaineHousing conducts desk reviews throughout the program year to ensure compliance with program requirements. MaineHousing's Compliance Officer conducts desk audits of the following application files:

- Employee Benefit Disclosure files (subgrantee employees who apply for LIHEAP): Program Compliance Officer reviews a sampling of application files to ensure the application was appropriately processed and the eligibility determination was consistent with program requirements so as to avoid potential conflicts of interest.
- Fair Hearing Requests: applicants submit requests for fair hearings if they believe there was an error made in processing their application or benefit. The Program Compliance Officer will review the file for accuracy and completeness.
- Computer generated reports: MaineHousing generates periodic healthy data queries to identify and resolve potential compliance issues - ex. duplicate social security numbers, Applicant/Landlord same address, and Medical Deduction for analysis. The Program Compliance Office or Program Officer reviews these reports and application files as necessary.

10.8. How often is each local agency monitored ?

MaineHousing conducts program and fiscal monitoring of subgratees at least once per year for compliance with Federal and State rules and

regulations in a manner consistent with applicable state law and the HEAP Act.
10.9. What is the combined error rate for eligibility determinations? OPTIONAL
10.10. What is the combined error rate for benefit determinations? OPTIONAL .
10.11. How many local agencies are currently on corrective action plans for eligibility and/or benefit determination issues? 1
10.12. How many local agencies are currently on corrective action plans for financial accounting or administrative issues? 3
If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

MaineHousing
Maine State Housing Authority

LIHEAP 2016-2017 PROGRAM MONITORING

MaineHousing's Program Compliance Officer will conduct two (2) site visits per subgrantee.

- September – October 2016: conduct one (1) day visit to provide training and answer any questions.
- November 2016 – April 2017: conduct three (3) day visit to gain an understanding of subgrantee's processes and to perform file reviews.

Training Session:

		Date
ACAP	Aroostook County Action Program	September 7, 2016
CCI	Community Concepts Inc.	October 4, 2016
KVCAP	Kennebec Valley Community Action Program	October 19, 2016
TOA	The Opportunity Alliance	October 5, 2016
PCAP	Penquis Community Action Program	September 6, 2016
WCAP	Waldo Community Action Partners	October 18, 2016
WHCA	Washington-Hancock Community Action	September 14, 2016
WMCA	Western Maine Community Action	September 20, 2016
YCCAC	York County Community Action Corp.	September 21, 2016

File Review Session:

		From	To
ACAP	Aroostook County Action Program	November 8, 2016	November 10, 2016
CCI	Community Concepts Inc.	March 7, 2017	March 9, 2017
KVCAP	Kennebec Valley Community Action Program	January 24, 2017	January 26, 2017
TOA	The Opportunity Alliance	January 10, 2017	January 12, 2017
PCAP	Penquis Community Action Program	December 13, 2016	December 15, 2016
WCAP	Waldo Community Action Partners	April 4, 2017	April 6, 2017
WHCA	Washington-Hancock Community Action	November 29, 2016	December 1, 2016
WMCA	Western Maine Community Action	February 14, 2017	February 16, 2017
YCCAC	York County Community Action Corp.	March 21, 2017	March 23, 2017

Monitoring Guidance:

MaineHousing is responsible for monitoring subgrantee's policies, procedures, and records to ensure compliance with federal and MaineHousing regulations. MaineHousing staff will review the LIHEAP file to ensure all documentation is present and the information and calculations are accurate.

If errors are made that result in an Applicant being over paid, the subgrantee may be responsible for repaying the LIHEAP program.

FFY 2017 LIHEAP Fiscal Monitoring		
CAA	**Date From**	**Date To**
Aroostook County Action Program	September 27, 2017	September 29, 2017
Community Concepts Inc.	April 5, 2017	April 7, 2017
Kennebec Valley Community Action Program	June 21, 2017	June 23, 2017
The Opportunity Alliance	July 26, 2017	July 28, 2017
Penquis Community Action Program	August 23, 2017	August 25, 2017
Waldo Community Action Partners	May 3, 2017	May 5, 2017
Washington-Hancock Community Action	October 11, 2017	October 13, 2017
Western Maine Community Action	November 15, 2017	November 17, 2017
York County Community Action Corp.	December 6, 2017	December 8, 2017

Program Monitoring		
CAA	**Date From**	**Date To**
Aroostook County Action Program	June 14, 2017	June 16, 2017
Community Concepts Inc.	February 8, 2017	February 10, 2017
Kennebec Valley Community Action Program	March 22, 2017	March 24, 2017
The Opportunity Alliance	April 19, 2017	April 21, 2017
Penquis Community Action Program	May 17, 2017	May 19, 2017
Waldo Community Action Partners	January 11, 2017	January 13, 2017
Washington-Hancock Community Action	July 12, 2017	July 14, 2017
Western Maine Community Action	August 9, 2017	August 11, 2017
York County Community Action Corp.	September 6, 2017	September 8, 2017

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Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)

11.1 How did you obtain input from the public in the development of your LIHEAP plan?
Select all that apply.

- [ ] Tribal Council meeting(s)
- [x] Public Hearing(s)
- [x] Draft Plan posted to website and available for comment
- [x] Hard copy of plan is available for public view and comment
- [ ] Comments from applicants are recorded
- [x] Request for comments on draft Plan is advertised
- [x] Stakeholder consultation meeting(s)
- [ ] Comments are solicited during outreach activities
- [ ] Other - Describe:

11.2 What changes did you make to your LIHEAP plan as a result of this participation?

Prior the public hearing process, MaineHousing worked with its subgrantees, vendors, and representatives from Maine Equal Justice Partners and the Maine Public Advocates office. As a result of these meetings, MaineHousing made a number of changes, including:

1. Fuel Assistance: Eliminated of $.07/gallon discount on non-LIHEAP deliveries of oil/kerosene.
2. Allow Subgrantees to use telephone application process for any Applicant. Previously restricted to those Primary Applicants who were Primary Applicants on a eligible application in the prior program year.
3. Central Heating Improvement Program (CHIP): Instead of a lifetime benefit per dwelling maximum" allow Subgrantees to manage allocation using $5,000 per-unit-average over the contract term. This allows CHIP funds to be used for heating system replacement costs over $5,000.
4. CHIP: Implemented an asset test to ensure funds are appropriately used to provide the highest level of assistance to those households with the greatest needs.
5. CHIP: Changed policy that renders a dwelling unit ineligible for replacement if it received prior heating system replacement funded by CHIP. In such cases, consideration will be given to the estimated useful life of the system.
6. CHIP: Revised procurement policy to align with MaineHousing's policy.
7. Employee Benefit Disclosure: Subgrantee may process applications for and determine eligibility of subgrantee employees without MaineHousing's prior approval. Subgrantee must submit a list of employee applicants to MaineHousing on a monthly basis. These cases will be subject to high percentage sampling or audit/review by MaineHousing.

Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only

11.3 List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?

	Date	Event Description
1	06/21/2016	Public Hearing held at MaineHousing 353 Water St., Augusta, ME

11.4. How many parties commented on your plan at the hearing(s)?

11.5 Summarize the comments you received at the hearing(s).

See attachment.

11.6 What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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Section 12: Fair Hearings, 2605(b)(13) - Assurance 13

12.1 How many fair hearings did the grantee have in the prior Federal fiscal year? 3

12.2 How many of those fair hearings resulted in the initial decision being reversed? 0

12.3 Describe any policy and/or procedural changes made in the last Federal fiscal year as a result of fair hearings?

None

12.4 Describe your fair hearing procedures for households whose applications are denied.

Fair hearings will be conducted by MaineHousing, in accordance with the Maine Administrative Procedures Act, Title 5, Chapter 375, upon request of any applicant in accordance with the Maine State Housing Authority, Home Energy Assistance Program Rule, Chapter 24, as amended.

12.5 When and how are applicants informed of these rights?

Applicants are notified of their fair hearing rights at the time of application and through the benefit determination process. An Appeal information sheet is provided to the applicant at the time of application. The benefit notification and denial notice provide the applicant information about their rights to an appeal/fair hearing.

12.6 Describe your fair hearing procedures for households whose applications are not acted on in a timely manner.

MaineHousing requires each applicant requesting a fair hearing be contacted by telephone and receive a letter. If an application is not acted on in a timely manner, MaineHousing works directly with the subgrantee to help facilitate/expedite the application process.

12.7 When and how are applicants informed of these rights?

Applicants are notified of their fair hearing rights at the time of application and through the benefit determination process. Fair hearing rights information is provided to the applicant at the time of application, the benefit notification, and the denial notice.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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Section 13: Reduction of home energy needs, 2605(b)(16) - Assurance 16

13.1 Describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance?

All services provided must comply with Assurance 16 of the HEAP Act. Assurance 16 funds may only be used to fund activities that encourage and enable eligible households to reduce their home energy needs and thereby the need for energy assistance.

Subgrantees may submit annual proposals for MaineHousing's consideration, describing their planned activities and expenses associated with providing services to applicants pursuant to Assurance 16 of the HEAP Act.

Salaries and benefit costs for any staff providing services "that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance is allowable". Additionally, direct administrative costs associated with providing these services, including supplies, equipment, postage, utilities, rental office space, and travel costs incurred for official business are also allowable.

Services that are already provided as part of the delivery of other government programs cannot be charged to Assurance 16. Examples:

- Working with an electric utility to forestall a shut-off as part of providing an ECIP benefit cannot be charged to Assurance 16 because this activity is already required under ECIP.
- Outreach/Intake services, regardless of where they are provided, or who (which staff member/position) provides them, cannot be charged to Assurance 16. These activities are already required under HEAP fuel assistance, and therefore, do not provide an additional benefit to eligible households.
- Mailed out applications are not allowed to be charged to Assurance 16.
- Program overhead and indirect charges cannot be charged to Assurance 16. These costs are already included in subgrantees' admin allocations.
- Client referrals to other programs or resources that are not related to clients' home energy needs or do not reflect an additional net benefit for the client.

13.2 How do you ensure that you don't use more than 5% of your LIHEAP funds for these activities?

MaineHousing has established the following requirements to ensure compliance:

- Budget 5% of Maine's LIHEAP funds for Assurance 16 activities;
- Subgrant agreements specify the allocation amount for these activities;
- Subgrantees are required to submit budgets and work-plans that outline their processes for administering these activities
- Monitor subgrantees' expenditures monthly
- Subgrantee's record-keeping must demonstrate a direct link between services provided to clients and costs charged to Assurance 16. Salary costs for providing Assurance 16 services must be supported by timesheet documentation and completion of the MaineHousing's Assurance 16 Log.

13.3 Describe the impact of such activities on the number of households served in the previous Federal fiscal year.

Assurance 16 activities provide clients with information and tips on how they can reduce their home energy costs.

13.4 Describe the level ofdirect benefitsprovided to those households in the previous Federal fiscal year.

Not applicable. Maine did not issue direct benefits for activities/initiatives funded by Assurance 16.

13.5 How many households applied for these services? NA

13.6 How many households received these services?

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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Section 14:Leveraging Incentive Program, 2607(A)

14.1 Do you plan to submit an application for the leveraging incentive program?
(•) Yes ( ) No

14.2 Describe instructions to any third parties and/or local agencies for submitting LIHEAP leveraging resource information and retaining records.

MaineHousing continues to collect leveraging information from subgrantees. Subgrantees are required to maintain and provide the following information:

1. Identify and describe each resource/benefit;
2. Identify the source(s) of each resource; and
3. Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of45 C.F.R. Â§ 96.87(d)(2)(iii), describe the following:

Resource	What is the type of resource or benefit ?	What is the source(s) of the resource ?	How will the resource be integrated and coordinated with LIHEAP?
1	Discounted prices for oil and kerosene	Participating vendors	Participating vendors are contractually obligated to deduct seven cents ($0.07) from vendorÂs retail cash price for oil/kerosene deliveries paid with LIHEAP benefits.
2	Home Repair	State funds	Home Repair funds are administered by the subgrantees operating the LIHEAP /Weatherization programs. MaineHousing's Home Repair Program funds may be used in conjunction with HEAP weatherization for repairs and weatherization measures.
3	Heating Assistance	Local organizations/ partnerships, including United Way, fuel vendors, and churches	Subgrantees appropriate and distribute these funds to low-income households as supplements and/or alternatives to the LIHEAP program. The type and amount of assistance provided by the resource may directly affect the LIHEAP benefit amount received by the households.
4	Discount rates and debt forgiveness for electricity	Maine's public utility companies	Coordinated through the utility company and subgrantee. Outreach and intake are incorporated in the LIHEAP application process.
5	Winterization assistance	Donations from local church groups and other organizations.	Donated materials or volunteer labor for the installation of winterization measures.
6	In-kind and other benefits, including blankets, sleepers, snow suits, and sweatshirts, which are intended to improve client comfort and reduce heating costs.	Fund-raising initiatives and drives; examples Project Santa and American Red Cross.	Subgrantees ensure LIHEAP clients are aware of and have access to these benefits.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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Section 15: Training

15.1 Describe the training you provide for each of the following groups:

a. Grantee Staff:

- [ ] Formal training on grantee policies and procedures

How often?

- [ ] Annually
- [ ] Biannually
- [x] As needed
- [ ] Other - Describe:

- [x] Employees are provided with policy manual
- [x] Other-Describe:

MaineHousing's participation in monthly Energy Council meetings provides venue for additional training and feedback throughout the program year.

b. Local Agencies:

- [x] Formal training conference

How often?

- [x] Annually
- [ ] Biannually
- [ ] As needed
- [ ] Other - Describe:

- [x] On-site training

How often?

- [ ] Annually
- [ ] Biannually
- [x] As needed
- [ ] Other - Describe:

- [x] Employees are provided with policy manual
- [x] Other - Describe

MaineHousing provides training and technical assistance to all subgrantees through regular monthly meetings and through monitoring visits. Additionally, MaineHousing will, upon request from the subgrantee or in response to needs MaineHousing identifies, provide technical assistance.

c. Vendors

- [x] Formal training conference

How often?

- [x] Annually
- [ ] Biannually
- [ ] As needed

☐ Other - Describe:

☑ Policies communicated through vendor agreements

☑ Policies are outlined in a vendor manual

☑ Other - Describe:
MaineHousing provides training and technical assistance to vendors through monitoring visits. Additionally, MaineHousing will, upon request from the vendor or in response to needs MaineHousing identifies, provide technical assistance.

15.2 Does your training program address fraud reporting and prevention?
◉ Yes
○ No

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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Section 16: Performance Goals and Measures, 2605(b) - Required for States Only

16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP performance measures. Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.

Energy Cost Data:

MaineHousing's centralized database and application documents require the following information:

- Main fuel type and vendor account number
- As part of the application process applicants age 18 or older are required to sign a release permitting the subgrantee and MaineHousing to provide information to and obtain information from other parites or agencies.
- Electric utility account information

Home Energy Consumption: Per the vendor agreement, vendors are contractually obligated to submit Annual Consumption Reports to MaineHousing to report deliveries for a household's main fuel, from May 1st through April 30th. The consumption data is entered/imported into MaineHousing's centralized LIHEAP database.

Household income is entered into MaineHousing's centralized LIHEAP database.

LIHEAP benefits are calculated by and stored in Maine's centralized database.

MaineHousing is not currently collecting non-heat electric data for clients. We will work with electric vendors to obtain electric data going forward (expect to be able to report non-heat electric data beginning FFY 2017).

Home Energy Status

Crisis Assistance: MaineHousing's centralized database and Crisis application documents capture the number of households without home energy service (disconnected, out of fuel, inoperable equipment) and the number of households at risk of losing home energy (past due/disconnect notice, nearly out of fuel, at risk equipment). Maine will begin reporting restoration and prevention of loss data for Crisis Assistance in FFY 2016.

Heating Assistance: Effective FFY 2016, MaineHousing has included questions in the Heating Assistance application process to match the LIHEAP Performance Measures Restoration and Prevention data requirements. At this time, it is not feasible to input the collected data into Maine's existing centralized database. MaineHousing plans to replace the centralized database system in FFY 2018. Until such time as we are able to replace the system, we will implement a sampling procedure to provide baseline statistics for Heating Assistance applicants.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

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Section 17: Program Integrity, 2605(b)(10)

17.1 Fraud Reporting Mechanisms

a. Describe all mechanisms available to the public for reporting cases of suspected waste, fraud, and abuse. Select all that apply.

- [x] Online Fraud Reporting
- [ ] Dedicated Fraud Reporting Hotline
- [x] Report directly to local agency/district office or Grantee office
- [x] Report to State Inspector General or Attorney General
- [x] Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse
- [x] Other - Describe:

MaineHousing has zero tolerance for fraud. MaineHousing's Compliance Program Officer investigates any concerns reported by energy vendors, subgrantees, or third-parties.

Suspected fraud and abuse may be reported to a dedicated email address: LIHEAPcompliance@mainehousing.org

b. Describe strategies in place for advertising the above-referenced resources. Select all that apply

- [ ] Printed outreach materials
- [ ] Addressed on LIHEAP application
- [x] Website
- [x] Other - Describe:

The LIHEAP Handbook for subgrantees and the Vendor guide, which are distributed annually, include information about reporting suspected fraud, misuse, and abuse.

Vendor and Subgrant agreements address the reporting of suspected fraud, misuse, and abuse.

17.2. Identification Documentation Requirements

a. Indicate which of the following forms of identification are required or requested to be collected from LIHEAP applicants or their household members.

Type of Identification Collected	Collected from Whom?					
	Applicant Only		All Adults in Household		All Household Members	
Social Security Card is photocopied and retained	[ ]	Required	[ ]	Required	[ ]	Required
	[ ]	Requested	[ ]	Requested	[x]	Requested
Social Security Number (Without actual Card)	[ ]	Required	[ ]	Required	[x]	Required

	☐	Requested	☐	Requested	☐	Requested
Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.)	☐	Required	☐	Required	☐	Required
	☑	Requested	☐	Requested	☐	Requested

	Other	Applicant Only Required	Applicant Only Requested	All Adults in Household Required	All Adults in Household Requested	All Household Members Required	All Household Members Requested
1		☐	☐	☐	☐	☐	☐

b. Describe any exceptions to the above policies.

All applicants, except those listed below, are required to provide a Social Security Number:

- If the household includes a child under the age of two who has not received a SSN, the application is processed. However, the applicant must provide the child's SSN for subsequent program year applications.
- If a Household member is not a U.S. citizen, applicant must provide an unexpired foreign passport with a valid unexpired U.S. Visa affixed accompanied by the approved I-94 form documenting the Applicant's most recent admittance into the United States, and a document to demonstrate a non-work authorized status, or other documentation in compliance with the Personal Responsibility and Work Opportunity Reconciliation Act of 1996.

17.3 Identification Verification

Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply

- ☐ Verify SSNs with Social Security Administration
- ☐ Match SSNs with death records from Social Security Administration or state agency
- ☐ Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)
- ☐ Match with state Department of Labor system
- ☐ Match with state and/or federal corrections system
- ☐ Match with state child support system
- ☐ Verification using private software (e.g., The Work Number)
- ☐ In-person certification by staff (for tribal grantees only)
- ☐ Match SSN/Tribal ID number with tribal database or enrollment records (for tribal grantees only)
- ☑ Other - Describe:

Social Security Administration: SSN and SS income is verified through the the State Verification and Exchange System (SVES) for those Applicants who self-declare receipt of social security income.

Department of Labor history report required for all applicants who self-declare receipt of unemployment benefits. Applicants who claim zero income or self-declare they are unemployed must sign an affidavit.

17.4. Citizenship/Legal Residency Verification

What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits? Select all that apply.

- ☐ Clients sign an attestation of citizenship or legal residency
- ☑ Client's submission of Social Security cards is accepted as proof of legal residency
- ☑ Noncitizens must provide documentation of immigration status
- ☐ Citizens must provide a copy of their birth certificate, naturalization papers, or passport
- ☐ Noncitizens are verified through the SAVE system
- ☐ Tribal members are verified through Tribal enrollment records/Tribal ID card
- ☐ Other - Describe:

17.5. Income Verification

What methods does your agency utilize to verify household income? Select all that apply.

- [x] Require documentation of income for all adult household members
  - [x] Pay stubs
  - [x] Social Security award letters
  - [x] Bank statements
  - [x] Tax statements
  - [x] Zero-income statements
  - [ ] Unemployment Insurance letters
  - [ ] Other - Describe:
- [x] Computer data matches:
  - [ ] Income information matched against state computer system (e.g., SNAP, TANF)
  - [ ] Proof of unemployment benefits verified with state Department of Labor
  - [ ] Social Security income verified with SSA
  - [ ] Utilize state directory of new hires
  - [x] Other - Describe:

Social Security income is verified through the State Verification and Exchange System (SVES) for those applicants who self-declare receipt of social security income.

17.6. Protection of Privacy and Confidentiality

Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply.

- [x] Policy in place prohibiting release of information without written consent
- [ ] Grantee LIHEAP database includes privacy/confidentiality safeguards
- [x] Employee training on confidentiality for:
  - [x] Grantee employees
  - [x] Local agencies/district offices
- [x] Employees must sign confidentiality agreement
  - [x] Grantee employees
  - [x] Local agencies/district offices
- [x] Physical files are stored in a secure location
- [ ] Other - Describe:

17.7. Verifying the Authenticity

What policies are in place for verifying vendor authenticity? Select all that apply.

- [x] All vendors must register with the State/Tribe.
- [x] All vendors must supply a valid SSN or TIN/W-9 form
- [ ] Vendors are verified through energy bills provided by the household
- [x] Grantee and/or local agencies/district offices perform physical monitoring of vendors
- [x] Other - Describe and note any exceptions to policies above:

MaineHousing runs a background check for all new vendors to verify there are no civil or federal judgments or bankruptcies.

Contracts are made only with responsible vendors who possess the ability to perform successfully under the terms and conditions of a proposed procurement with consideration given to matters such as vendor integrity, record of past performance, financial and technical resources or accessibility to other necessary resources (Home Energy Assistance Program Rule, page 30, section 13). All vendors must supply valid TIN number, or Social Security number, in the contracting process.

17.8. Benefits Policy - Gas and Electric Utilities

What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply.

- [x] Applicants required to submit proof of physical residency
- [x] Applicants must submit current utility bill
- [x] Data exchange with utilities that verifies:
  - [x] Account ownership
  - [x] Consumption
  - [x] Balances
  - [x] Payment history
  - [x] Account is properly credited with benefit
  - [ ] Other - Describe:
- [x] Centralized computer system/database tracks payments to all utilities
- [x] Centralized computer system automatically generates benefit level
- [x] Separation of duties between intake and payment approval
- [ ] Payments coordinated among other energy assistance programs to avoid duplication of payments
- [ ] Payments to utilities and invoices from utilities are reviewed for accuracy
- [ ] Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities
- [x] Direct payment to households are made in limited cases only
- [x] Procedures are in place to require prompt refunds from utilities in cases of account closure
- [x] Vendor agreements specify requirements selected above, and provide enforcement mechanism
- [ ] Other - Describe:

17.9. Benefits Policy - Bulk Fuel Vendors

What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.

- [x] Vendors are checked against an approved vendors list
- [x] Centralized computer system/database is used to track payments to all vendors
- [x] Clients are relied on for reports of non-delivery or partial delivery
- [ ] Two-party checks are issued naming client and vendor
- [x] Direct payment to households are made in limited cases only
- [ ] Vendors are only paid once they provide a delivery receipt signed by the client
- [x] Conduct monitoring of bulk fuel vendors
- [x] Bulk fuel vendors are required to submit reports to the Grantee
- [x] Vendor agreements specify requirements selected above, and provide enforcement mechanism
- [x] Other - Describe:

Wood vendors are paid after they provide a delivery receipt signed by the client.

17.10. Investigations and Prosecutions

Describe the Grantee's procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients/staff/vendors found to have committed fraud. Select all that apply.

- [ ] Refer to state Inspector General
- [x] Refer to local prosecutor or state Attorney General
- [x] Refer to US DHHS Inspector General (including referral to OIG hotline)
- [x] Local agencies/district offices or Grantee conduct investigation of fraud complaints from public
- [x] Grantee attempts collection of improper payments. If so, describe the recoupment process

MaineHousing will investigate all reported Errors and Program Abuse. If there is documented information to indicate Errors and Program Abuse, MaineHousing will notify the Applicant and provide them an opportunity to respond. Based on the response, MaineHousing will determine what, if any, appropriate action should be taken.

Once Errors and Program Abuse is confirmed or if an Applicant fails to respond to inquiries regarding suspected Errors and Program Abuse, an Overpayment will be calculated and communicated to the Applicant. In addition to the Overpayment, the communication will include: 1) the facts surrounding the decision, 2) the reason for the decision, and 3) the manner by which the Applicant can request an appeal. MaineHousing will investigate the previous three (3) Program Years from the Date of Discovery. The Overpayment may include any or all of those three (3) years.

An Applicant may request a Fair Hearing to dispute an Overpayment. The Applicant must submit to MaineHousing a written request for a fair hearing no later than thirty (30) calendar days from the postmark date of the first notification from MaineHousing of suspected Errors and Program Abuse.

MaineHousing will pursue recoupment of Overpayments by any and all of the following:

- Applicant may pay MaineHousing the full amount of an Overpayment.
- Applicant may enter into a payment arrangement. Minimum monthly payment allowed will be set at $20.00 a month.
- Despite the existence of a repayment agreement, MaineHousing will recoup any current and future Benefits to offset against an Overpayment balance.
- MaineHousing will recoup Benefits on account with the Applicant's Vendor to offset against an Overpayment balance.

When Applicant fails to repay Overpayment, the case may be referred to other internal and external groups for additional action.

MaineHousing may close an Overpayment for any of the following reasons:

- Overpayment has been paid in full.
- The overpayment is determined to be invalid based on a fair hearing decision or a court decision.
- All adult persons(s) responsible for Overpayment are deceased.

☐ Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned?

☐ Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated

☑ Vendors found to have committed fraud may no longer participate in LIHEAP

☐ Other - Describe:

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

File Attachment: Low Income Home Energy Assistance

Grantee Name: Maine State Housing Authority

Report Name: Detailed Model Plan (LIHEAP)

Report Period: 10/01/2016 to 09/30/2017

Section 17 Program Integrity

17.2 Identification Documentation Requirements

All household members must provide proof of Social Security Number (SSN). Any document used to prove SSN must contain all nine (9) digits and the applicant's full name. Acceptable source documents are listed below.

- Social Security Card issued by the Social Security Administration
- SSA-1099 tax form
- Non SSA-1099 tax form
- Medicare card with card number ending with the suffix "A"
- Valid unexpired U.S. Military documents such as DD Form 214 Certificate of Release or Discharge from Active Duty issued by the U.S. Department o Defense
- Bank tax form
- W-2 (wage and tax statement)

The Subgrantee shall verify Primary Applicants' identities by requesting valid unexpired government-issued identification cards. One of the following can be provided to establish the identity of the Primary Applicant:

- Driver's license;
- State issued ID card;
- Passport; or
- U.S. Military ID

Exceptions:

- If the household includes a child under the age of two who has not received a SSN, the application is processed. However, the applicant must provide the child's SSN for subsequent program year applications.
- If a Household member is not a U.S. citizen, Applicant must provide an unexpired foreign passport with a valid unexpired U.S. Visa affixed accompanied by the approved I-94 form documenting the Applicant's most recent admittance into the United States, and a document to demonstrate a non-work authorized status, or other documentation in compliance with the Personal Responsibility and Work Opportunity Reconciliation Act of 1996.

17.3 Identification Verification

Applicants who receive Social Security income: applicants must provide Social Security Administration award letter.

17.6 Protection of Privacy and Confidentiality

Any information obtained by grantee or subgtrantee, its employees, agents, contractors, or any other representatives in the administration of Programs, whether obtained from the applicant or household or from a third-party, shall be kept confidential and shall not be made available for public inspection or released to any person, entity or agency unless: there is written consent to do so; information is required for an audit or the like; applicant or household has released such information for participation in a fair hearing; or disclosure of said information is required by law.

Any statements of financial condition or information concerning LIHEAP or Energy Crisis Intervention Program (ECIP) applicants or recipients submitted to vendors, or its employees, agents, contractors or other representatives is kept confidential.

Contracts with subgrantees and energy vendors include specific guidelines for protecting client confidentiality and personally identifiable information. Keeping protected information secure is an obligation mandated by contractual agreements between MaineHousing and its partners.

Additionally, MaineHousing has an Acceptable Use Policy in-place with subgrantees.

17.9 Benefits Policy

MaineHousing uses Vendor Agreements, annual reports provided by all contracted vendors, and on-site monitoring. LIHEAP household shall select vendor who has entered into a Vendor Agreement to provide Home Energy; HEAP benefits are paid directly to vendor.

Vendors must maintain records, including delivery tickets, for all customer deliveries. Each year MaineHousing audits a number of vendors on a rotating basis. MaineHousing verifies the vendor's compliance with LIHEAP policies and procedures and selects for review, at a minimum, a 10% sample of client accounts. Delivery tickets are verified to ensure that the vendor is making deliveries and is providing the required discount.

If significant problems are found, MaineHousing places the vendor on a "Watch List". The vendor will receive benefit payments post-delivery and will be closely monitored by MaineHousing.

MaineHousing investigates any and all client, subgrantee, or third-party reports of vendor issues and pursues corrective action with the vendor as warranted (including placement on the Watch List).

17.10 Investigations and Prosecutions (Other description)

Primary Applicants will be required to refund any Overpayment. A Household's Eligibility to receive benefits from Programs is contingent on the resolution of any Overpayment.

1. MaineHousing will recoup all outstanding Overpayments from any current or future Benefits until the Overpayment is paid in full.

2. The Household may be eligible for ECIP if they have entered into and are in compliance with the terms of a repayment agreement with MaineHousing to resolve the Overpayment or the Overpayment has been paid in full.

3. The Household will not be eligible to receive benefits under the Weatherization Assistance Program or CHIP until the Overpayment is paid in full.

"Overpayment" means any HEAP benefit paid to, or on behalf of, any Applicant or Household that exceeds the amount the Applicant or Household was eligible to receive.

Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.BrBbr.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled ``Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or

agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this

proposal.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled ``Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause.

The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion--Lower Tier Covered Transactions

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

☑ **By checking this box, the prospective primary participant is providing the certification set out above.**

Section 19: Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central pint is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.

2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.

3. For grantees other than individuals, Alternate I applies.

4. For grantees who are individuals, Alternate II applies.

5. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.

6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).

7. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).

8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

***Controlled substance* means a controlled substance in Schedules I through V of the**

Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

Conviction **means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;**

Criminal drug statute **means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;**

Employee **means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).**

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grantees Other Than Individuals)
The grantee certifies that it will or will continue to provide a drug-free workplace by:,

(a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
(b) Establishing an ongoing drug-free awareness program to inform employees about --
(1)The dangers of drug abuse in the workplace;
(2) The grantee's policy of maintaining a drug-free workplace;
(3) Any available drug counseling, rehabilitation, and employee assistance programs; and
(4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --
(1) Abide by the terms of the statement; and
(2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
(e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
(f)Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted -(1) Taking appropriate

personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

(B) The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

353 Water Street * Address Line 1		
Address Line 2		
Address Line 3		
Augusta * City	ME * State	04330 * Zip Code

Check if there are workplaces on file that are not identified here.

Alternate II. (Grantees Who Are Individuals)

(a) The grantee certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;

(b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

[55 FR 21690, 21702, May 25, 1990]

☑ By checking this box, the prospective primary participant is providing the certification set out above.

Section 20: Certification Regarding Lobbying

The submitter of this application certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, ``Disclosure Form to Report Lobbying," in accordance with its instructions

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, ``Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

☑ **By checking this box, the prospective primary participant is providing the certification set out above.**

Assurances

(1) use the funds available under this title to--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair;and

(D)plan, develop, and administer the State's program under this title including leveraging programs, and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) households in which one or more individuals are receiving--

(i)assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of -

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

(except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that -

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursal of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) * beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

*** This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed $200,000. Neither territories with annual allotments of $200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Plan Attachments

PLAN ATTACHMENTS
The following documents must be attached to this application
• Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.
• Heating component benefit matrix, if applicable
• Cooling component benefit matrix, if applicable
• Minutes, notes, or transcripts of public hearing(s).

STATE OF MAINE
OFFICE OF THE GOVERNOR
1 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0001

August 2, 2013

Lauren Christopher, Acting LIHEAP Director
Division of Energy Assistance
Office of Community Services
Administration for Children and Families
Department of Health and Human Services
370 L'Enfant Promenade, SW
Washington, DC 20447

Dear Acting LIHEAP Director Christopher:

I, Paul R. LePage, Governor of the State of Maine, authorize the Director of Maine State Housing Authority ("MaineHousing"), John G. Gallagher, to sign the assurances required by the Low Income Home Energy Assistance Block Grant contained in Title XXVI Section 2605(b) of the Omnibus Budget Reconciliation Act of 1981, as amended.

MaineHousing is the designated agency to administer the Low Income Home Energy Assistance Program Plan in the State of Maine pursuant to 30-A MRSA §4741.15.

Please do not hesitate to contact my office at 207-287-3531 or Director John G. Gallagher at 207-626-4600 should you need additional information.

Sincerely,

Paul R. LePage
Governor

cc: John G. Gallagher, Director MaineHousing
Carlisle McLean, General Counsel
John Butera, Senior Economic Advisor

PHONE: (207) 287-3531 (Voice)
TTY USERS CALL 711
www.maine.gov
FAX: (207) 287-1034

BENEFIT DETERMINATION

1. The number of points assigned to an Eligible Household will be determined pursuant to the following:

Calculated or Reported Energy Cost	Points
$0-$400	5
$401-$800	10
$801-$1200	15
$1201-$1600	20
$1601-$2000	25
$2001-$2500	30
$2501 and over	35
Calculated or Reported Energy Cost falling between brackets will be rounded to the next higher or lower dollar amount, as appropriate. For example: $400.01-$400.49 will be rounded to $400; $400.50-$400.99 will be rounded to $401.	

Poverty Level as Calculated under the Federal Poverty Income Guidelines	Percentage of Points
0%-25%	130%
26%-50%	120%
51%-75%	110%
76%-100%	100%
101%-125%	90%
126%-150%	80%
151%-170%	70%
171%-180%	30%
181%-190%	20%
191%-200%	20%
201%-210%	15%
211%-220%	15%
221%-230%	15%
Calculated poverty level amounts falling between brackets will be rounded to the next higher amount. For example: income at 75.1% will be rounded to 76%.	

All final point results that are fractional will be rounded up to the nearest whole number.

2. Calculating Energy Costs. Energy Costs are calculated by the Consumption Based or DHLC method.

   A. Consumption Based. Energy Costs will be based on the Eligible Household's actual Home Energy deliveries, as reported on the Annual Consumption Report, for the primary Heating System as declared on the Eligible Household's Application.

      1. If the primary Heating System is electric, Energy Costs will be calculated by deducting $600 from the annual electricity cost as reported by the Vendor on the Annual Consumption Report. The $600 deduction eliminates the non-heating usage of electricity.

2. If an Eligible Household resides in Subsidized Housing and has a Direct Energy Cost, any annual utility allowance for heating will be deducted from the Eligible Household's Energy Cost reported by the Vendor on the Annual Consumption Report.

3. Energy Cost will be calculated using the Consumption Based method provided the Eligible Household meets the following requirements:

    i. The Eligible Household has a Direct Energy Cost and;

    ii. An Applicant occupied the residence for the entire previous Heating Season and;

    iii. The Eligible Household purchased all of their Home Energy for their primary Heating System from a Reporting Vendor(s) for the previous Heating Season and;

    iv. Reporting Vendor(s) submitted an Annual Consumption Report to MaineHousing that provided the Eligible Household's Home Energy delivery information and;

    v. The Eligible Household's Energy Costs, as reported by Vendor(s) to MaineHousing, is for their residence only and;

    vi. The Eligible Household's primary Heating System does not use wood, wood pellets, corn, coal, or bio-bricks.

B. Design Heat Load Calculation. DHLC shall be used to estimate the Energy Costs for Eligible Households that do not meet the requirements of the Consumption Based method. Under the DHLC, the number of rooms occupied by the Eligible Household shall be multiplied by the number of BTUs needed to heat an average sized room in a Dwelling Unit. That product will then be multiplied by the number of square feet of an average sized room in a Dwelling Unit. Next, that second product will be multiplied by the number of heating degree days of the Service Area in which the Eligible Household's Dwelling Unit is located. That third product is then divided by one million BTUs. The quotient is then multiplied by the cost of the Eligible Household's primary Home Energy type per one million BTUs. That fourth product is then divided by the efficiency rate of the primary Home Energy type to arrive at the Eligible Household's amount of energy consumption. The cost per one million BTUs and efficiency rate of the Applicant's Home Energy type will be periodically established by MaineHousing. The DHLC is based on the following factors:

1. The total number of rooms in the Dwelling Unit as listed on the Application. Hallways, bathrooms, and closets are not counted in the total number of rooms;

2. An assumed standard room size for the Dwelling Unit type. Standard room sizes and BTUs required to heat a Dwelling Unit vary by Dwelling Unit type because average room size and surface area exposure to the elements vary by Dwelling Unit type. The standard room sizes and BTUs used for each Dwelling Unit type are as

Dwelling Unit Type	Standard Room Size	BTUs
Stick-built/Modular	144 square feet	14.3
Manufactured Home/mobile home	100 square feet	13
Apartment	120 square feet	8.3

3. The heating degree days for the Service Area. Heating degree days are determined by the National Weather Station in Gray, Maine.

Subgrantee	Service Area - counties	Heating Degree Days
Aroostook County Action Program	Aroostook	9543
Community Concepts, Inc.	Androscoggin, Oxford	7373
Kennebec Valley Community Action Program	Kennebec, Somerset	7680
Kennebec Valley Community Action Program	Lincoln, Sagadahoc	7420
Penquis Community Action Program	Penobscot, Piscataquis	8245
Penquis Community Action Program	Knox	7359
The Opportunity Alliance	Cumberland	7426
Waldo Community Action Partners	Waldo	7297
Washington-Hancock Community Agency	Washington, Hancock	7771
Western Maine Community Action	Franklin	8866
York County Community Action Corporation	York	7012

4. The estimated BTUs required to heat the Dwelling Unit;

5. Average cost per one million BTU. MaineHousing determines the average costs per one million BTU annually. Oil, kerosene, and propane costs are obtained by averaging the costs reported by the Governor's Energy Office (GEO). Average costs for all other fuel types are based on a representative survey of Vendors' pricing.

6. The efficiency rate for the primary Home Energy type listed on the Application. The Energy Cost per one million BTU and efficiency rate are based on the primary Home Energy type specified on the Eligible Household's Application.

Home Energy Type	Efficiency Rate
Oil	65%
Kerosene	65%
Propane	65%
Natural Gas	65%
Electric	100%
Firewood	50%
Corn	60%
Wood Pellets	80%
Bio-bricks	80%