



Program:	Central Heating Improvement Program (CHIP)	MHPN #:	2025-CHIP-002
Action:	Process to access HEAP application for CHIP Only	Effective Date:	9/18/25
Issued by:	MaineHousing	Expired Date:	

This MaineHousing Notice is being issued to provide guidance on offering CHIP assistance for a denied HEAP application involving a non-working heating system.

1. Instructions for ECOS for a HEAP Application that has been Denied for CHIP Only

When CAAs need to create a CHIP job and the HEAP application is denied for CHIP Only, follow these steps to process the CHIP job and have the HEAP application fully certified for a HEAP benefit:

1. Email the ehshelpdesk@mainehousing.org mailbox to request the HEAP application be reopened for CHIP.
2. The Subject line in the email should say **CHIP Only Reopen**. The body of the email should state that the CAA requests to have the Application reopened so that the CAA can create a CHIP job. CAA needs to include the HEAP Application ID and the clients first and last name.
3. MaineHousing will notify the CAA once the application has been **Certified for Benefit**, at which point the CAA may proceed with starting the CHIP job.
4. Process the CHIP job as CAA normally would.
5. Add Case Note in ECOS when the CHIP job is completed and include the date CHIP was completed.
6. Once the CHIP job is complete and the home has a working heating system CAA will need to send an email to ehshelpdesk@mainehousing.org. In the subject line put **CHIP Only Completed** and in the body of the email include the Application ID, first and last name and state that CHIP has been completed and the home has a working heating system.

2. Notice Contact

Kim Ferenc, *Manager of Housing and Weatherization* ■ (207) 626-4684 ■ kferenc@mainehousing.org
Weatherization Team ■ 877-501-8936 ■ weatherization@mainehousing.org

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*Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330,
Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.*

