

Program: HEAP Fuel Assistance	MHPN # 2025-HEAP-002
Action: PY2025 ECIP, HEAP, ECOS Updates	Effective Date: 3/27/2025
Issued by: MaineHousing, Energy and Housing Services	Expired Date:

This MaineHousing Notice is being issued to provide updates and/or reminders for ECIP, HEAP and ECOS.

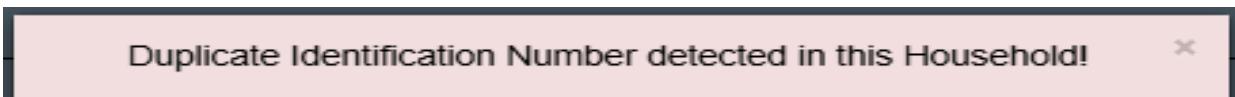
1. Information

ECIP

- **Winter Disconnect Notices** - Effective immediately CAAs may use a Winter Disconnect notice in lieu of a Disconnect Notice. The Public Utilities Commission reached out to MaineHousing regarding our policy of requiring the actual shut-off notification. We reviewed the statute that was provided and must alter this policy mid-year.
- **ECIP Discrepancies** - MaineHousing has seen multiple instances where incorrect Vendors are selected, and incorrect delivery information entered for ECIP payments. CAAs must make sure ECIP information is correct prior to certifying and saving delivery information.

HEAP

- **Duplicate Households** – It is very important that CAAs evaluate why the message below is populating to ensure that an Applicant does not already have a certified Application with a duplicate Household.



ECOS

- **ECOS System Performance** - MH has removed CAA access to Reporting to evaluate system performance to identify if running reports is causing latency issues. We will give agencies access back as quickly as possible. As you regain access, MH will ask CAAs to keep a log of the reports being pulled, including date and time. We now know that even if a report fails to generate, the system is still trying to complete the task in the background. If you have any reporting needs outside of the SSRS subscription reports, please reach out to EHS Helpdesk.
- **Percent of Poverty** - This field is located on both the Summary and Income Screen. It is imperative that when changing Household Member information, the 'Income Verify' check box is unchecked and rechecked to recalculate the Percent of Poverty. Prior to Certifying Applications, CAAs must make sure that both Percent of Poverty Levels are the same.
- **Requested Vendor** - The Fuel Type attached to the Requested Vendor drives the Fuel Type points in the HEAP Benefit calculation. It is very important not to change the Requested Vendor unless the incorrect Fuel Type was selected at the time the Application was taken.

- **Payment Pending** - There are a couple of ACH payment batches that have 'Payment Pending" as the Benefit Issued status. Payment Dates 2/5/2025 and 2/11/2025 are the two batches effected by this issue. These benefits have been paid. If there is a 'Payment Pending' status and its dated the current week, it means that payment is in process of being paid.
- **ECIP Payments** - There is a 3/9/2025 (Batch 120) ECIP payment that has been **Paid**, but the status has not updated and is currently showing **Payable**.

General Reminder

- **HEAP Application Waitlist** - As a reminder, HEAP Application waitlist begins on March 28,2025 @ 5pm.
- **User Access Forms**- As a reminder, these forms are also required when staff leaves your agency. Please submit the form to remove access to the HEAP System of Record as part of your offboarding process.

2. Notice Contact

Sarah Johnson, Manager of Home Energy Assistance Programs ▪ (207) 626-5777 ▪ sjohnson@mainehousing.org
Bobbi Crooker, Director of Energy and Housing ▪ (207) 626-4601 ▪ bcrooker@mainehousing.org

Maine State Housing Authority ("MaineHousing") does not discriminate on the basis of protected classes under the applicable federal and state nondiscrimination laws, in the admission or access to, or treatment in, its programs and activities and in employment. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Kelley Stonebraker, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice), Maine Relay 711, or Email EqualAccess@mainehousing.org.