

<b>Program:</b> HEAP Fuel Assistance	<b>MHPN #</b> 2025-HEAP-005
<b>Action:</b> PY2026 HEAP Updates	<b>Effective Date:</b> 08/29/2025
<b>Issued by:</b> MaineHousing, Energy and Housing Services	<b>Expired Date:</b>

**This MaineHousing Notice is being issued to provide updates about HEAP**

## 1. Information

### Reopening Applications in ECOS

The guidance from MaineHousing at the CAA Training is that agencies must not reopen applications in ECOS. The only acceptable time to reopen an application is in the instance of a denial reversal.

- If an issue is found during the Quality Assurance (QA) review that requires an update to the application, please email [liheap@mainehousing.org](mailto:liheap@mainehousing.org) with the subject line of QA Update with the Application ID. Please include a detailed case note of what needs to change on the application. Should the update require an Application Update form, please obtain this from the Applicant and upload the document into Files, prior to sending the email to MaineHousing. Also note whether the benefit should be placed on hold until the application is corrected.
- Uploading Documents – ECOS allows file uploads at any stage in the application process without reopening.

### Bonus Income

The guidance in the HEAP Guide is to enter income in the frequency in which the income is received. When entering in Bonus income that is shown on a paystub, please communicate with the Applicant to determine how often a bonus is received. Once the frequency has been determined, enter the income at the frequency in which it is received. For example, a bonus which is received annually, should be entered in as Income Period – Annually. This should be separate entry from the regular wages and salary calculation, and a Case Note must be left.

### Online Applicants CANNOT Reapply Online

When an applicant has applied online and the application has been denied, please do not instruct the Applicant to reapply online. ECOS does not allow an Applicant to apply multiple times in the Online Portal. Any subsequent applications must be taken via phone or face to face.

### Customer Service

Please remember that you are the point of contact for Applicants seeking HEAP assistance. MaineHousing is receiving an uptick from callers who have been told they must contact MaineHousing with questions. These calls have been about denied applications and documentation requirements. As these calls come in, we will reach out to CAA Managers and offer training.

### Birth Record Waiver

An updated Waiver is attached to this Program Notice. The waiver sets forth the requirements for stand alone documents and for those that can be used as List A item. The updated waiver will replace the current waiver as Appendix A in the HEAP Guide.

### Case Note Usage

As a reminder – Case Notes are used to document any action that is taken on an application, including phone calls with an Applicant. They can also be used to document missing documentation, reminder forms, received paperwork, income calculations, etc. When in doubt – leave a note!

## 2. Notice Contact

Sarah Johnson, Manager of HEAP ▪ 207-624-5777 ▪ [sjohnson@mainehousing.org](mailto:sjohnson@mainehousing.org)

Bobbi Crooker, Director of Energy and Housing ▪ (207) 626-4601 ▪ [bcrooker@mainehousing.org](mailto: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](mailto:EqualAccess@mainehousing.org).*

August 26, 2025

**VIA Email**  
**2026 LIHEAP Subgrantees**

RE: Second Amended and Restated Waiver for Program Year 2026

Maine State Housing Authority (“MaineHousing”) issued a Waiver on July 23, 2025 (the “Original Waiver”), and an Amended and Restated Waiver (the “Amended and Restated Waiver”) on August 12, 2025, in an attempt to provide more flexibility in the documentation evidencing birth that could be accepted to verify citizenship and identity. Upon further review, additional clarification and simplification is needed in order for the waiver of the Home Energy Assistance Program Rule (the “Rule”) to be effective. For that reason, MaineHousing issues the following Second Amended and Restated Waiver which replaces the Original Waiver and the Amended and Restated Waiver.

A document evidencing birth may be used as a stand-alone document to verify citizenship under the Rule if it contains **all** of the following:

1. Name
2. Date of birth
3. U.S. Place of birth (including city/town and State)
4. Parent’s names, dates of birth and birthplaces
5. A certification
6. A seal

If a document evidencing birth does not contain **all** of the six items listed above, but does contain name, date of birth and U.S. place of birth (including city/town and State), it may be used as a List A item and can verify citizenship in conjunction with a List B item.

For purposes of identity, as long as the document evidencing birth contains name, date of birth and U.S. place of birth (including city/town and State), it may be used in conjunction with another document from the list in the Household Eligibility section (3(A)(2)) of the Rule to verify identity.

**Please note, documents evidencing birth may only be used to verify the individual who is the subject of the document.**

This waiver is only good for Program Year 2026. This waiver will not extend to the following Program Year. MaineHousing will consider making changes to the Rule for Program Year 2027.

Sincerely,



Daniel Brennan

Director of Maine State Housing Authority