HEAP ADDITIONAL INFORMATION QUESTIONNAIRE INSTRUCTIONS

1. The HEAP Additional Information Questionnaire is a mandatory form. The purpose of the questionnaire is to:
   a. Capture information that does not appear on the Application form or in HEAP Cloud; and
   b. Support and facilitate intake and certification.

2. All questions on the HEAP Additional Information Questionnaire must be asked, and responses documented. As part of the intake process, the CAA should review all questions/answers with the Primary Applicant. The Primary Applicant signs the HEAP Additional Information Questionnaire.

3. If the Primary Applicant cannot provide the required information, a Reminder Form, which clearly states the information needed, must be given to the Primary Applicant.

4. The HEAP Additional Information Questionnaire is divided into three (3) sections: Household Information, Dwelling Information, and Heating Information.

### A. Household Information

1. **Are there any persons living in your home who are college students?**
   List the name, birth date and number of semester credit hours for each college student living in the Household even if the Primary Applicant chooses to not count the college student as a Household member.

2. **Is everyone living in your household a U.S. Citizen? If no, provide names of non-citizens.**
   Non-citizens may be eligible if they provide a Social Security card issued by the Social Security Administration or non-expired documentation of their lawful status in the United States.

3. **Are you or a household member on oxygen or ventilator 8 hours or more per day?**

### B. Dwelling Information

1. **Do you intend to be in Maine the entire heating season (October 1st through April 30th)?**
   If the Applicant intends to be out of Maine for four (4) or more months they would not be eligible for HEAP.

2. **Is your home used for business?** If yes:
   a. Applicant should be disclosing self-employment income; and
   b. Benefits must be calculated using DHLC and will be determined based on the number of rooms occupied and used by the Household as a residence. That part of the Dwelling Unit designated for business use will not be included.

### C. Heating Information

1. **How many fuel companies did you use from 5/1/2018 through 4/30/2019? (not just deliveries by Fuel Assistance)**
   This clarifying question will help determine if the Benefit should be based on Consumption or DHLC.

2. **Did you carry fuel in containers between 5/1/2018 through 4/30/2019?**
   This pertains to the primary fuel type only. This clarifying question will help to determine if the Benefit should be based on consumption or DHLC. If the Applicant indicates they carried fuel, the Benefit should be calculated on both DHLC and consumption listed in HEAP Cloud. The CAA will use the most favorable method (the one that generates the highest Benefit). The file must be documented to support the calculation method used.

3. **Does your primary heating system heat a non-residential unit such as a garage?**

4. **Have you replaced your Heating System within the past year? If yes, Fuel Type-**

### D. Signature

Primary Applicant signs/dates the questionnaire certifying that the information is true and accurate to the best of their knowledge.

**BEST PRACTICE TIP:** Complete the Questionnaire with the Primary Applicant early in the intake interview. The Questionnaire is designed to prompt intake staff to ask specific, clarifying questions so as to be able to more fully understand and document the Household’s situation and needs.

If the Application is taken over the telephone, the intake worker should ask the Primary Applicant the questions and document his/her answers on the HEAP Additional Questionnaire form.