HEAP Acronym Sheet:

ACH – Automated Clearing House

ACR – Annual Consumption Report

AMP – Arrearage Management Program

BN – Benefit Notification

BP –Budget Plan

BR – Benefit Return

CAA – Community Action Agency

CHIP – Central Heating Improvement Program

CK C – Check Client

CK V – Check Vendor

CTE – Clean, Tune, Evaluate

COA/COP – Change of Address/Product

COLA – Cost of Living Adjustment

COV – Change of Vendor

DHLC – Design Heat Load Calculation

DHHS – Department of Health & Human Services

DOA – Date of Application

ECIP – Emergency Crisis Intervention Program

ELP – Electricity Lifeline Program

FPL- Federal Poverty Level

FSA – Fuel Subsidy Allowance

FOAA – Freedom of Access Act

GEO – Governor's Energy Office

HEAP – Home Energy Assistance Program

HECR – Household Energy Cost Reports

HUD – Department of Housing & Urban Development

LEP – Limited English Proficiency

LIAP – Low Income Assistance Plan & Programming

LIHTC – Low Income Housing Tax Credit (Properties)

MSHA – Maine State Housing Authority

NFHA – National Fair Housing Alliance

PB – Pre Buy

PII – Personal Identifiable Information

QB – Quick Books

RTP – Return to Program

SMI – State Median Income

SNAP – Supplemental Nutrition Assistance Program

SSRS – SQL Server Reporting Services

SOP – Standard Operating Procedure

TANF – Temporary Assistance for Needy Families

VVR – Vendor Voucher Report

WERP – Winter Energy Relief Program