



Energy & Housing Services Department Memorandum

To: LIHEAP Vendors
From: Kathy Kinch, Program Operations Manager
Date: July 13, 2015
Subject: **LIHEAP Vendor Training – Pre-register by August 17, 2015**

MaineHousing will be hosting trainings to discuss LIHEAP policy/procedures and to answer any questions or concerns you may have. We strongly encourage all vendors to participate.

Training will be conducted in four (4) locations. You will only need to attend one (1) of the four; whichever is most convenient for you. Please complete and submit the attached Pre-Registration Form by August 17, 2015. If you will have staff attending more than one location, please complete and submit a separate Pre-Registration Form for each training location.

The dates and locations are as follows:

September 22	Portland (Fireside Inn & Suites)
September 23	Waterville (Best Western Plus)
September 29	Presque Isle (Hampton Inn)
September 30	Bangor (Jeff's Catering and Event Center)

Trainings will be 9:00 AM to 3:00 PM. A continental breakfast and lunch will be served.

Agenda items to be covered at the training:

- Annual Consumption Report: best practices and tips to facilitate completion of the report
- Overview of the Vendor Agreement
- Eligible uses of LIHEAP benefits: including oil/kerosene pricing (DOR), payment/discount plans
- Energy Crisis Intervention Program (ECIP)
- Benefit returns: processing and annual review of LIHEAP accounts
- Recordkeeping: account and cash price records
- Reporting suspected fraud, misuse, and abuse
- Vendor feedback

Who should attend: Vendor staff members who...

- complete the Annual Consumption Report
- sign the Vendor Agreement or their designee
- post LIHEAP payments to the client accounts
- provide records and answers questions during a MaineHousing audit

If you have questions, please email liweap@mainehousing.org or contact Stacey Genest at (207)624-5765.

We look forward to seeing you at the training.