HEATING ASSISTANCE PROGRAM

VENDORS

The Heating Assistance Program (HAP) has two different types of vendors, direct pay and line-of-credit.

Direct Pay Vendors receive a Notice of Action (NOA) indicating how much each client has been awarded in benefits. A check is then sent to the vendor for the amount of the award. The vendor checks and initials each account on the NOA to indicate that the client’s account has been credited with their award amount. When the NOA’s come back to HAP we call them vendor confirmations. Staff at heating assistance note the confirmation on each client’s account.

If the household changes residences, the vendor returns any remaining balance to HAP. The balance is then reissued to a new vendor as reported by the household.

Line-Of-Credit Vendors (LOC) receive a Notice of Action (NOA) indicating how much each client has been awarded in benefits. They, however, are not sent a direct payment. The LOC vendor must deliver the fuel and then bill HAP to receive payment. If there is any remaining balance due the client at the end of the season, HAP will make a direct payment to the client with any remaining balance. Currently, there are only 3 line-of-credit vendors (North Pole Wood Products, Ferris General Store in Stebbins, and Ivisaappaat Tribal Fuel in Ambler).