**LIHEAP – Vendor Training for Program Year 2017**

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| Wednesday, Sept 28, 2016 | Augusta Civic Center  76 Community Drive, Augusta 04330  (207)626-2405 |

8:30-9:00 AM Registration and Continental Breakfast

9:00-9:05 AM Welcome and Introductions

9:05-9:10 AM Overview of Agenda and Handouts

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|  | **Topic** | **Presenter** |
| 9:10-9:25 AM | Overview of LIHEAP | Kathy Kinch |
| 9:25-9:40 AM | Use of Benefits | Lori McPherson |
| 9:40-9:50 AM | Pricing | Lori McPherson |
| 9:50-10:05 AM | Break |  |
| 10:05-10:35 AM | Consumer Home Heating Rights –  Chapter 19 | Martha Currier  Attorney General’s Office |
| 10:35-10:50 AM | Payments and Vendor Voucher Reports | Stacey Genest |
| 10:50-11:10 AM | Energy Crisis Intervention Program (ECIP) | Kathy Kinch |
| 11:10-11:25 AM | Vendor Agreement Overview   * Tips for completing * Notifying MaineHousing of changes * New vendors | Stacey Genest |
| 11:25-11:35 AM | Confidentiality | Kathy Kinch |
| 11:35-11:45 AM | Questions/Discussion/Feedback | |
| 11:45-12:30 PM | Lunch – provided | |
| 12:30-1:30 PM | Annual Consumption Reporting | Stacey Genest/Emily Morang |
| 1:30-1:45 PM | Recordkeeping and Monitoring | Lori McPherson |
| 1:45-2:00 PM | Break | |
| 2:00-2:15 PM | Benefit Returns | Emily Morang |
| 2:15-2:25 PM | Program Abuse | Lori McPherson |
| 2:25-2:45 PM | Questions/Discussion/Feedback | |